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Mrs R Marshall
Chair - Hartlepool LINK Acute Care Enter and View Group
Hartlepool Voluntary Development Agency Ltd
Rockhaven
36 Victoria Road
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TS26 8DD

Dear Ruby

PATIENTS VIEWS AND OPINIONS

I was very privileged to meet with you, Margaret Goulding, Margaret Wrenn, Maureen Lockwood and Audrey Woore in November and December 2009 when they visited Ward 11 and Ward 5 at the University Hospital of Hartlepool.

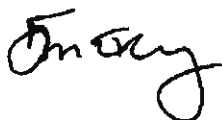
We were pleased to receive very complimentary overall feedback however one issue highlighted as an area for attention related to the temperature of the meal served to some patients. Three of nine patients on Ward 5 and two of 12 patients on Ward 11 stated that their meals were frequently cold. I immediately addressed this issue with the catering manager and we are now completing regular checks on the temperature of food. We are also conversing with patients regarding the standards of the meal service and this will be monitored formally through the Trust Nutritional Advisory Group.

Both visits were extremely positive regarding standards of cleanliness, patient care, opinions and comments. The feedback that you gave to the staff at the time of the visit was very constructive and gave the staff a sense of pride in what they are achieving. Our staff work very hard to provide high standards of clinical care delivered with kindness and compassion. It was very motivating for staff that these elements of clinical standards were noted by your team.

The staff found the visit to be interesting and very informative and gave them a sense of appreciation. The staff and myself found you all very approachable, extremely courteous and willing to listen during your visit.

We look forward to continuing to work in partnership with Hartlepool LINK to ensure that every possible step is taken to provide our patients with the highest possible standards of healthcare.

Yours sincerely



Fiona McEvoy
Matron – Acute Medicine