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Ms Margaret Wrenn
Hartlepool LINk

7 March 2011

Dear Ms Wrenn

RE: LINk Enter and View visit – University Hospital of Hartlepool Emergency Department 17 January 2011.

Thank you for sending a copy of the draft report detailing your findings on your visit to the emergency department in Hartlepool.

Overall your report is an accurate reflection of the emergency department process and patient journey. We welcome patient feedback and whole heartedly agree with your findings around communication of waiting times. We think it is important to keep patients informed and have been considering the use of an electronic display for the waiting area to keep patients updated on a number of issues whilst they are waiting for treatment, we note with interest that two patients you interviewed have suggested something similar.

Patients are referred to the emergency department from other health providers when it is appropriate to do so, the trust works closely with all providers to ensure patients are seen in the most appropriate facility for their healthcare needs.

We very much value your visit and the work undertaken by your team. This format provides us with another excellent opportunity to improve our patients' experience.

Yours sincerely

Rabina Tindale
Senior Clinical Matron/Acting Service Manager
Emergency Care