

09 February 2021

Geoff Newton
Healthwatch Stockton-On-Tees
Carers Way
Newton Aycliffe
County Durham
DL5 4SF

Dear Geoff,

Re: 'Hospital Experience – March to November 2020' Report

Thank you for sharing the latest Healthwatch Stockton-on-Tees report with us. As a CCG it is really important to us to understand the views and experiences of patients who receive hospital care including the discharge process. The information you have shared will not only help to inform the CCG with its commissioning plans but also partners involved in the delivery of care.

Guidance and procedures in relation to hospital discharge have changed substantially since November 2020 following the learning from the challenges of the first wave of the pandemic. Changes have since been implemented locally in line with the national direction which will benefit patients who require hospital care in the future. As a Clinical Commissioning Group, we will continue to collaborate with health and care partners in order to improve the discharge processes for patients and their families.

Thank you again for sharing this report with us.

Craig Blair

Director of Commissioning, Strategy and Delivery
NHS Tees Valley Clinical Commissioning Group

Paula Swindale

Head of Commissioning and Strategy
NHS Tees Valley Clinical Commissioning Group