8.6.15

Dear WAHT PALS Manager

I am writing to you on behalf of Healthwatch North Somerset your local consumer champion for health and social care.

Healthwatch North Somerset is keen to build closer working relationships with the local health and social care sector to represent the voice of consumers in decisions about design, commissioning, delivery and evaluation of local services. You can learn more about what we are doing in our community at www.healthwatchnorthsomerset.co.uk.

We are currently seeking to better understand what steps have been taken by Weston Area Health Trust to implement the seven day service commitment as detailed by NHS England and would like to request details of progress made.

Could you confirm whether Weston Area Health Trust have an Action Plan for meeting the seven day service commitment detailed above. If Weston Area Health Trust have an action plan for the seven day service commitment would you please provide a copy of the plan which will be made available for the public?

These issues were raised at a recent Healthwatch North Somerset Board meeting by members of the public and the Board has requested a formal response to this issue.

We are requesting this information under the auspices of the Health and Social Care Act 2012 which stipulates that a response to this enquiry is made within 20 working days of receipt.

Please confirm receipt of this letter on receipt and forward your response to the information requests by email to eileenjacques@healthwatchnorthsomerset.co.uk or by letter to Eileen Jacques at the address shown on this letter.

Finally, if you have any questions about this request do not hesitate to contact me on the email address above or 01275 857442.

Yours sincerely,

Eileen Jacques
Chief Officer

Healthwatch North Somerset