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8 February 2017

Margaret Reilly
Engagement Officer
Healthwatch Worcestershire
The Civic Centre
Queen Elizabeth Drive
Pershore
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Sent via email mreilly@healthwatchworcestershire.co.uk

Dear Margaret

Further to our previous letters, and discussion, this is just to inform you, that as suggested, we presented a summary of your "Going to the Doctors" report to the Worcestershire Primary Care Quality and Risk Sub-Committee in January 2017.

A number of the points were discussed in line with other sources of patient feedback we hold, and they noted comments you made around telephone access. The Committee was made aware of the actions we have taken and further work we are planning, specifically around access.

There were no questions I could not answer from the information you have given us. We look forward to working with you on any future projects.

Best wishes

Yours sincerely



Denise Goddard
Primary Care Commissioning Manager