

Our Ref: 5887/LW/MH

26 June 2020

Sent via email: info@healthwatchworcestershire.co.uk

Jo Ringshall
Vice Chair
Healthwatch Worcestershire
Civic Centre
Queen Elizabeth Drive
Pershore, WR10 1PT

Dear Jo

RE: LGBT+ Experiences of Health and Social Care Services in Worcestershire

Thank you for your report which we received from you on 10th June 2020 on your findings of the experiences of health and care services in Worcestershire by the Lesbian, Gay, Bisexual and Transgender + community.

We welcome the report and have presented your important findings to the Trust Management Executive meeting on 17th June 2020 and Quality Governance Committee on 25th June 2020.

Putting all patients first is a key priority for us as a Trust. We are pleased to read of the evidence of good practice. In particular, the understanding shown by our staff to this group of patients.

The Quality Governance Committee approved the attached action plan to take forward the recommendations made in relation to this Trust. Additionally, the Committee would urge that a system wide approach in learning is taken forward. This is based on the experiences and challenges shared from many of our older patients who required support from the transition from hospital into social care or nursing homes.

Yours sincerely



Matthew Hopkins
Chief Executive

