



**South Tees**  
Clinical Commissioning Group

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Lisa Bosomworth  
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Sent by email

Dear Lisa

**Re: Healthwatch 2018-19 Annual Report and NHS Long Term Plan Reports**

Thank you for sharing the recent reports with us. We are currently reviewing the Audiology Department Enter and View Report that you also shared and we will respond separately.

The 2018-19 Annual Report was an interesting read and a good overview of the work you have undertaken within the last year. We enjoyed the case studies that brought the work to life, and noted the individual, personalised support provided by Healthwatch in addition to the annual programme of Enter and Views and service reviews.

Darlington Healthwatch colleagues had kindly already shared the Long Term Plan Healthwatch Engagement Report with us. Despite collating a vast amount of qualitative information it's certainly easy to read and provides a great opportunity for us to understand the experiences of a large number of individuals from different population groups across a range of issues and health conditions. We will share this with our Combined Management Group across the 5 CCGs who are working collaboratively so that Directors can consider what the feedback also means for their local work programmes in addition to the strategic ICP work.

With regards to the local report following conversations about prevention with women attending the Aapna day service, it was good to note that the online access to primary care services is beneficial particularly for groups who may find it difficult to access using other means. We are continuing to explore and roll out digital means of accessing primary care services. We also noted the suggestion that increased understanding of cultural factors in long term conditions would be beneficial and we will consider this is part of primary care education programmes.

Thank you again for sharing these reports with us.

Yours sincerely

A handwritten signature in black ink, appearing to read 'CB', followed by a horizontal line.

Craig Blair, Director of Commissioning, Strategy and Delivery (Locality Commissioning Director South Tees CCG)