



South Tees
Clinical Commissioning Group

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Lisa Bosomworth
Development and Delivery Manager
Healthwatch South Tees
St Marys Centre
82-90 Corporation Road
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Sent by email

Dear Lisa

Re: Audiology Department James Cook University Hospital Enter & View Report

Thank you for sharing the Enter and View Report with us. We expect our commissioned providers to ensure that services are accessible for all of our population including those people with hearing impairments.

The recommendations outlined in the report appear appropriate and are linked back to the observations made by the Enter and View team. We can see that these have been shared with the department who have provided a thorough response along with a commitment to consider all recommendations, with some matters already identified and currently being explored. We will, however, gain an understanding of progress on these matters through our contract management arrangements with South Tees Hospitals NHS Foundation Trust.

We were particularly pleased to read the acknowledgement of the positive interactions between staff and patients who were observed offering reassurance and chatting to patients within a busy service setting.

Thank you again for sharing this report with us.

Yours sincerely

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