

**Re: CQC review of services for people who have had a stroke and their carers.**

Thank you for your invitation to respond to the publication of the CQC Stroke Review. We note your concerns regarding the content of the review and take this opportunity to assure you of NHS SEEs continued commitment to provide high quality, effective services to stroke survivors and their families.

The CQC audit process was undertaken by questionnaire, the format of the questionnaire included multiple choice answers completed with a simple tick. Unfortunately this process did not allow for fully informed answers to explain the range of services available. Therefore, the results of the CQC audit are not demonstrative of the highly developed stroke provision in South East Essex. Southend University Hospital Foundation Trust has a well deserved national reputation for clinical excellence. Following discharge, a high quality, patient centered rehabilitation service provided by specialist stroke community services is available to all patients.

During the summer of 2010 a 'Peer Review' of Community Stroke Rehabilitation Services was undertaken by the Essex Cardiac & Stroke Network. The Essex wide review, comprised of 50 minimum standards based on the national stroke strategy, concluded a high standard of stroke specialised services were available in South East Essex.

A work programme has been formulated in response to the poor outcome of the CQC Audit which addresses each section/question from the audit where a low or negative score was recorded. The work programme details the action that is being undertaken for each element or, as in some areas, confirms what provision is already in place. The progress of each element is documented and colour coded in a dashboard fashion: Green = in place and/or completed, Amber = in progress, Red = fail (see attached).

On publication of the audit report, NHS South East Essex stated that the results were not demonstrative of the services provided. This statement is supported by a significant proportion of the work programme displaying 'green' in the progress column.

We would like to reaffirm our commitment to provide high quality, effective community services to stroke survivors and their families. Recommendations from both the Essex Cardiac & Stroke Network Peer Review and the CQC Audit will be implemented during the coming year to further improve stroke services and notably enhance the patient journey and transition home for stroke survivors and their families.

Caroline McCarron  
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