



Essex County Council

Essex County Council
County Hall
Market Road
Chelmsford
Essex
CM1 1YS

Tel: 01245

14th March 2011

Mr Platt
NHS South East Essex
Harcourt House
Harcourt Avenue
Southend-on-sea
SS2 6HE

Dear Mr Platt

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

Thank you for your letter of 15th February in response to my concerns around the CQC Stroke Review and the offer to provide further information on this issue.

I note your criticism re the methodology employed by the CQC survey but it remains a concern that South East Essex performance was so poor both absolutely as well as its comparative ranking.

I also understand that despite the potential shortcomings of the survey the SHA has been vexed with this issue and has requested PCT's, as part of their quarterly performance reviews to provide assurance of actions planned to improve on areas where scores have been poor.

It would help me greatly if you could perhaps provide me with a copy of these plans so I can be further assured of the actions that will take place with South East Essex to address the perceived shortcomings in the report.

Yours sincerely,

Cllr Ann Naylor
Direct Line: 01245
E-Mail: ann.naylor@essex.gov.uk

Cc: Jenny Owen, Executive Director – Adults, Health and Community Wellbeing
Dr Mike Gogarty, Director of Public Health



Cllr Ann Naylor
Cabinet Member for Adult,
Health and Community Wellbeing,
Essex County Council,
Cabinet, Leader & Chief Executive's Office
P.O. Box 11, County Hall,
Chelmsford,
Essex, CM1 1LX

South East Essex PCT
Harcourt House
Harcourt Avenue
Southend on Sea
SS2 6HE

15th February 2011

Dear Councillor Naylor,

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

Thank you for your letter dated 20th January 2011 in response 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.

The review did include recommendations which NHS SEE will implement during the coming year to further improve stroke services. Early Supported Discharge services are being developed for some stroke patients. Evidence suggests that early discharge coupled with intensive rehabilitation therapy in the patients' home environment speeds the recovery process and improves outcomes. Other initiatives including strengthening the provision of speech and language services and mandatory patient review are also underway.

I trust that this letter gives you assurance that we have these matters in hand and continue to review the services offered but should you require any further information then please contact me.

Yours sincerely,

A handwritten signature in black ink, appearing to be 'Russ Platt', with a stylized, cursive script.

Russ Platt

Director of Commissioning and Contracting
Deputy Chief Executive

Telephone: 01702 224640

Email: russ.platt@see-pct.nhs.uk

cc: Andrew Pike
Caroline McCarron