



Loftus House
Colima Avenue
Sunderland
SR5 3XB

04/10/2023

Letter sent via email

Debbie Burnicle

Dear Debbie

Healthwatch- Hospital Discharge report-July 2023

I am writing to respond to the report that Healthwatch produced in July 2023, about people's experiences of being discharged from Sunderland Royal Hospital.

All Together Better (ATB) brings together a wide range of Sunderland's health and care organisations, with the aims of improving peoples' experiences of using health and care services, improving health outcomes, tackling health inequalities, and supporting people to live longer with a better quality of life.

ATB's is committed to ensuring a positive experience of being discharged from hospital is provided. As it is all of ATBs partners responsibility to work collaboratively to prevent unnecessary admission into hospital in the first place and to ensure a quick and safe discharge if someone did need to be admitted into hospital.

We are extremely grateful to Healthwatch for producing the report and would like to thank everyone who took the time to provide their feedback.

The report has been shared throughout ATB Programme groups and on behalf on ATB, I would like to provide the following response to the report findings:

- An improvement action plan has been developed based upon the report findings to improve people's experience of being discharged from hospital.
- We will transform our existing integrated discharge arrangements and create a new 'Transfer of Care' discharge hub. The 'Transfer of Care' discharge hub will be based in Sunderland Royal Hospital, will have increased staffing resource, and will simplify the hospital discharge pathway.
- The team in the 'Transfer of Care' hub will spend more time on the hospital wards talking to patients about their discharge from hospital.

- We will expand our 'Home First ' approach, enhancing our system capacity to get people home when they no longer need to be in hospital.
- We will improve the way we both provide written information to people about discharge, as well as improving communication between patients, carers, and the Discharge Team.

I hope this response has explained how as a system, we will respond to the findings of the report.

We will continue to gather patient feedback to help us understand their experience of leaving hospital and continue to seek to evolve our discharge service arrangements accordingly.

At a time when all health and care services are under pressure from increasing demand, I can reassure you that ATB is fully committed to making each patient's experience of coming out of hospital the best it can be.

Yours sincerely

A handwritten signature in black ink, appearing to read 'P. Foster', written in a cursive style.

Philip Foster

Managing Director