

**PRIVATE AND CONFIDENTIAL**

Our ref:  
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Dear Inez

**Re: Healthwatch Inspection Report**

Thank you for undertaking the recent inspection at Liverpool Women's Hospital. I hope that you found the staff helpful and supportive on the day of your visit.

We have received and considered your report and in response have developed an action plan to address the issues you have raised. The action plan will be monitored via our newly created Patient Experience Senate which you or a deputy are invited to attend.

It is always helpful to us to gain independent feedback from organisations who share our desire to improve services and experience for our patients. I look forward to working with you in the future.

Yours sincerely

Allison Edis  
Deputy Director of Nursing and Midwifery