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31 JAN 2011

Dear Ms Masoero

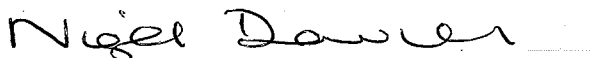
Thank you very much for sending me a copy of the very interesting report that Reading LINK has produced.

I note that there were several areas of concern raised in table 3.3-Poorly Rated Services. In order to provide you with a detailed response, we would require more specific details. However, there are several new initiatives in progress one of which is on the hospital at night which is being led by Melanie Rogers, Deputy Chief Nurse. Improvements are also taking place to enhance information for patients visiting the Emergency Department.

We would welcome the opportunity to work with the Task and Finish Group in relation to a project which is currently underway, to improve the patient experience in our out patient departments.

I look forward working collaboratively with you in the near future.

Yours sincerely



Nigel Davies
Chief Nurse/Director of Public and Patient Involvement