



15 August 2014

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Dear Mr Symons

Thank you for your letter to Anna Dugdale dated 18th July, which Anna has asked me to respond to on her behalf.

I can confirm that we do have policies in place to encourage PA's or carers to attend outside of our normal visiting hours to help support disabled people who are inpatients within our hospital.

I am disappointed that you have heard reports of inconsistencies with the execution of this approach. As a direct result of your letter we will communicate a reminder to staff to ensure that these policies are consistently applied.

Thank you again for taking the trouble to write to us we always encourage comments and feedback and I hope this letter has helped to reassure you. If you would like to leave a comment (anonymously), about how you found our services you can do by visiting the NHS Choices website at:

<http://www.nhs.uk/Services/hospitals/ReviewsAndRatings/DefaultView.aspx?id=972>

Yours sincerely

**Emma Mckay**  
Director of Nursing