

Ref: **Willowbrook Hospice**

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24th January 2025

Sent by email: lyndaf@willowbrookhospice.org.uk

Dear Lynda,

Thank you for completing and submitting your Patient Safety Incident Response Policy and Plan for Cheshire and Merseyside Integrated Care Board to review on 6th December 2024, and revised version 24th January 2025.

I would firstly like to thank you for the work that has been completed in development of the Patient Safety Incident Response Framework Policy and Plan. This is a significant step in the implementation of the Patient Safety Incident Response Framework, however, as you are aware, this will continue to require ongoing drive to embed.

A panel was constituted, delegated by the Director of Nursing and Care for Cheshire & Merseyside ICB, to review the policy and plan documents.

The plan has been reviewed and a meeting of the NHS Cheshire and Merseyside Integrated Care Board (ICB) Safety and Improvement Panel has also taken place on 15th January 2025. The members of the panel consisted of the following ICB members:

- Richard Crockford – Associate Director Nursing & Care (Patient Safety)
- Julia Chambers – Patient Safety Lead, Central
- Kirsty Lorimer – Clinical Quality & Improvement Manager, Central

I am confident following review of the plan and discussions with you and your colleagues that you are progressing in the right direction and am keen to continue to support and oversee this progress. To this regard the ICB is able to endorse the proposed plan and progress will be observed through your regular quality / contract meetings.

Yours sincerely,



Richard Crockford

Associate Director, Nursing & Care (Patient Safety)

Cc. Christine Douglas, Kerry Lloyd, Julia Chambers, Kirsty Lorimer, Jane Coburn, Mark Lammas