

Our Ref: AS/sc

Your Ref:

13<sup>th</sup> March 2008

Graham Gibbens  
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Dear Graham

**Kent Health Watch – KCC Cabinet : Monday, 17 March 2008**

Thank you for your letter of 7<sup>th</sup> March 2008 and the invitation from Paul Carter to attend KCC Cabinet next Monday when the final report on Kent Health Watch is being presented for formal adoption by the County Council.

On that day my senior staff and I already have full unchangeable diary commitments so it will not be possible for us to attend.

I thought that it would be helpful to let you have some personal comments from me as Chief Executive on aspects that Cabinet may want to take into account in reaching the decision to adopt and implement their Kent Health Watch system.

I recognise the complexity of complaints systems across public sector organisations and there is clearly value in being able to offer clear signposting. It is critical that any new system does not add further complexity.

PCTs and NHS Trust Boards have specific statutory responsibilities in dealing with complaints therefore the implementation plan and resources for implementation will need to reflect the requirements of all local NHS organisations and ensure that this does not result in disruption to current complaints services and departments.

A number of local PCTs, NHS Trusts and KCC Adult Social Services have been invited to participate in the national Making Experiences Count – Early Adopter Programme to implement new, joint arrangements for handling complaints across health and social care. The launch event for this programme is 2<sup>nd</sup> April 2008 and further details of the likely impact on Kent Health Watch will then be known and will need to be taken into account. I would like us to agree how to get the best from these two concepts in an integrated way.

Once Cabinet has reached its decision on the paper I look forward to receiving details on how KCC proposes to move forward, which will I can then communicate within the PCT. I would also be interested in hearing how the communication with NHS Trusts will be taken forward.

As you know I am committed to working in partnership to make sure that this initiative adds value for the population of Kent.

Best wishes

Yours sincerely

A handwritten signature in black ink that reads "Ann Sutton". The script is cursive and fluid.

**Ann Sutton**  
**Chief Executive**

cc Colin Tomson Chairman Eastern and Coastal Kent Primary Care Trust