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Mr Ian Harvey
Medical Director
Countess of Chester Hospital NHSFT
Countess of Chester Health Park,
Liverpool Road, Chester, CH2 1UL

28th November 2016

Dear Mr Harvey

Re: Invited Review of the Neonatal service and COCH

Thank you for asking the RCPCH to review your paediatric services. I am pleased to enclose the final report from the Review team and hope it provides for you some helpful insight and recommendations about the safety of the service and how to increase assurance about the issues raised with the team. It was clear that there is a lot of good work going on in the Trust and generally a very positive and `can-do` feel which you and Alison are clearly encouraging, and there are good relationships with the network which is important given the challenges of seemingly permanent reconfiguration discussions. We note that you have initiated the case reviews swiftly and trust that these are proving useful.

Aware of the personnel issues. we have provided two reports, one including full details of actions taken and one omitting the confidential HR issues. To continue our expectation of openness in conducting the review, I hope that you will share the `dissemination` copy of this report, in confidence if necessary, with those who contributed. It remains your report though and we will not distribute or share it more widely without your permission.

The RCPCH very much appreciates the opportunity to work with you and your colleagues in the Trust. We acknowledge the impact an external review can have on staff in preparing materials and messages in advance and feeling uncertain of what to expect. I hope you feel that we steered an appropriately independent path and that all involved felt they had been heard. On behalf of the team we would like to thank you and colleagues for furnishing the reviewers with appropriate material and ensuring that arrangements ran smoothly on the days of the visit.

Our reviews process includes a follow up contact conversation around three months after completion of a review to see how you are implementing the recommendations and provide feedback on the impact of the review. Sue will make contact in due course to see