

7 May 2026

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Dear Leigh-Anne,

**Re: Healthwatch report: Enter and View Revisit: Ward 43**

Thank you for the above report dated February 2026, which shared the findings of a revisit of Ward 43 at University Hospitals Coventry and Warwickshire (UHCW) NHS Trust.

As you know, UHCW is committed to continuously improving its services to ensure the delivery of high-quality care for all our patients. We therefore take very seriously the areas for improvement identified within the report. It was particularly positive to note that Healthwatch observed significant and sustained improvements during the visit, and that previously identified actions were clearly evident.

Thank you for the opportunity to review the report and provide feedback on any factual accuracy issues. Please find attached our responses to confirm factual accuracy.

In response to the recommendations in the report an action plan has been developed which I have attached in order that these can be incorporated into the Healthwatch report when this is published.


Once published, the report will be shared through the Trusts Patient Experience and Engagement Committee where progress against the agreed actions for improvement will be monitored.

I would like to thank you for the continued support from Healthwatch to improve our patients' experience and commissioning this report.

We hope that the actions we have taken, and continue to take, provide assurance that we value all patient feedback and are committed to ongoing improvement. Please do not hesitate to contact us if you wish to discuss any aspect of this further.



Yours sincerely



**Professor Andrew Hardy**  
Chief Executive Officer

c.c. Tracey Brigstock – Chief Nursing Officer



Chief Executive Officer: Professor Andrew Hardy

Chair: Sue Noyes