

Modernisation Agency

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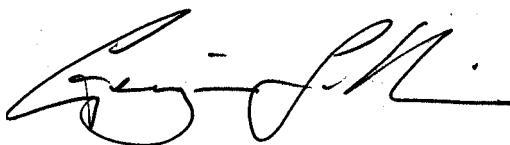
Dear Elizabeth,

As the Emergency Services Collaborative lead on Patient and Public Involvement I am delighted to learn you are designing patient experience workshops for NHS staff. We have been lucky enough to enjoy your contributions towards improving the patients experience of emergency care in the ESC and have found you to be an accomplished and enlightened speaker on the subject.

I would recommend all NHS staff take the opportunity to look beyond the targets and see how these are linked to a better service for patients. This provides them not only with the key to engaging staff who may be sceptical about the agenda for change but also to give patients the chance to contribute to the redesign of health services.

Good luck with launching this exciting new events programme.

Yours Sincerely,



Georgie Sullivan
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