

RECEIVED
18 DEC 2009**NHS**
West KentWharf House
Medway Wharf Road
Tonbridge
Kent
TN9 1RETelephone: 01732 375200
Fax: 01732 362525Graham Hills
Operational Director
Kent and Medway Local Involvement
Networks
Unit 24, Folkestone Enterprise Centre
Shearway Road
Folkestone
Kent
CT19 4RH16th December 2009

Dear Mr Hills

Kent Local Involvement Network (LINK): Hygiene and Cleanliness Project

Thank you for your letter dated 3rd December advising me of the above project being undertaken by Kent LINK.

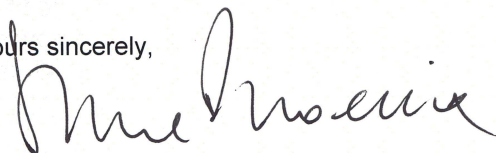
As this is about hospital visits I assume you have addressed this to me for information only and I look forward to hearing the outcome of your visits.

Regarding the work being undertaken by Kent LINK, I understand you met with Julia Ross and Julie Van Ruyckevelt recently to discuss how the Priorities Panel determines its work plan and how NHS West Kent could most effectively work with Kent LINK for the benefit of the local community. It would be very helpful if you could advise us of the planning cycle for the Priorities Panel, how it prioritises the work it decides to take forward and how the information received from us is then used. This would help us ensure we respond to your requests in a timely and satisfactory manner.

I also understand that you and Julia discussed and agreed that, where there were general queries or points of clarification, these would be first addressed informally through the LINK development workers and Julia's team, again to ensure a speedy response. I hope this is now in place and proving to be a more satisfactory route for this type of enquiry.

As I hope you appreciate, we are very keen to establish a strong and effective relationship with Kent LINK and its members, to ensure we both provide the best support to the people in West Kent.

Yours sincerely,

**Steve Phoenix**
Chief ExecutiveChairman: [David Griffiths](#) Chief Executive: [Steve Phoenix](#)