

NHS England  
Quarry House  
Quarry Hill  
Leeds  
LS2 7UE

Jen Layton

21<sup>st</sup> June 2018

Dear Jen,

I wanted to personally thank you for giving up your time and for telling your story at the Empowering People and Communities workshop on 12<sup>th</sup> June in Manchester.

Your story was incredibly moving and enriched our understanding of the different barriers that people face. I was particularly impressed by your articulation of the challenges that people face, the ways in which different health inequalities are experienced and impact on the quality of services that people receive. You spoke incredibly well and made a significant difference to the quality of the discussions which then followed in the workshop, in ensuring that people focused on health inequalities.

The workshop demonstrated an overwhelming commitment to the principles of personalised care and the Taskforce is committed to supporting the adoption of this at a large scale within the health system. We heard in the workshop the benefits not only for individuals but also the value of the programme more broadly. The Taskforce will therefore be writing to the Personalised Care Programme to offer support and identify areas in which health inequalities could be more widely addressed based on the discussions we heard and I hope that we will be able to support the programme to go further and faster to support this change to happen.

Thank you once again for your contribution and I hope that we can continue to work with you to ensure that your messages are heard.

Yours sincerely



Michelle Mitchell  
Task Force Co –Chair  
Non-Executive Director, NHS England