

Healthwatch Worcestershire Response

Quality Account 2015-2016

Worcestershire Acute Hospitals NHS Trust

Healthwatch Worcestershire has a statutory role as the champion for those who use publicly funded health and care services in the county. This involves ensuring that the experiences and views of patients, carers and the public are used to influence how NHS organisations, such as Worcestershire Acute Hospitals NHS Trust provide services.

We have used national Healthwatch England guidance to form the response below to the draft Quality Account 2015-2016 for the Worcestershire Acute Hospitals NHS Trust

Does the draft Quality Account reflect people's real experiences as told to local Healthwatch by service users and their families and carers over the past year?

During the year under review, patients have related their experiences of services provided by the Trust to Healthwatch Worcestershire. These experiences have covered concerns about issues such as delays in appointments, waiting times for operations, 'trolley waits' in the Accident & Emergency Department and concerns about staff attitude.

Therefore as those experiences can be seen in the Trust's challenge to achieve against the relevant performance targets that is reported in the Quality Account it can be seen to reflect what people have told Healthwatch Worcestershire.

Those patients or their families who contact Healthwatch have in the majority already contacted the Trust's Patient Advisory Liaison Service before they contact Healthwatch Worcestershire or will have been advised to do so to ensure the Trust was aware of their concerns.

From what people have told local Healthwatch, is there evidence that any of the basic things are not being done by the provider?

The majority of issues referred to above that patients have reported to Healthwatch Worcestershire were identified during the CQC inspection, the result of which saw the Trust being placed in 'Special Measures'.

During 2015-16 Healthwatch Worcestershire surveyed the experiences of patients who had used adult mental health services and the experiences of parents of children under 5. The mental health survey identified patients' concerns about the attitude of staff working in the Trust's Accident & Emergency Department. Although the survey of parents under 5 identified compliments about the Trust's maternity services [including compliments from mothers who would have given

birth in Redditch but did so in Worcester following the temporary closure at the Alexandra site], concerns were also identified about the level of support offered to mothers immediately after they had delivered.

Both of these concerns were shared with the Trust in March 2016 and neither are referred to in the Quality Account.

Is it clear from the draft Quality account that there is a learning culture within the provider organisation that allows peoples real experience to be captured and used to enable the provider to get better at what it does year on year?

Since the CQC inspection, it is clear the Trust is implementing a learning culture although there is limited evidence this extends to learning from patient experience which is reflected in the Quality Account.

The draft Quality Account does not appear to detail how the Trust fulfils its statutory obligation to engage and involve patients and carers in the design and delivery of services. Whilst Healthwatch Worcestershire acknowledges that Trust has a Public and Patient Forum in place Healthwatch Worcestershire believes there is an opportunity for the Trust to improve its services by developing its approach to co-production as a matter of urgency.

Healthwatch Worcestershire welcomed the willingness of the Trust's senior leadership team to work with Healthwatch, and the invitation of the Trust to attend its Patient Public Forum where the focus appeared to have been on participation in management inspections. Healthwatch Worcestershire is willing to work with the Forum to develop co-production.

Are the priorities for improvement challenging enough to drive improvement and is it clear how improvement has been measured in the past and how it will be measured in the future?

In March 2015 the Trust introduced the Patient Care Improvement Plan which was in place at the time of the CQC inspection and has been used to drive its search for improved performance that still alludes the Trust. Over the last 12 months the Trust has reorganised Maternity Services and whilst there was public concern in Redditch and Bromsgrove enquiries suggest where mothers have used services they have been pleased with the experience.

On page 4 there is specific reference to the 2016/17 priorities with no evidence of public involvement in co-producing them. The majority appear to have been identified by internal management and national performance data requirements or as a requirement of regulatory bodies. Much of these priorities, understandably, have been shaped and driven by the findings of the Care Quality Commission report in July 2015.

Is the draft Quality Account clearly presented for patients and the public?

The draft Quality Account document is very long and therefore may be difficult for many patients and members of the public to easily read and understand. Some parts are more of a technical performance report. It would therefore be helpful to have a summary or produce a shorter leaflet for patients explaining what feedback people have given the Trust about their services and what they are going to do as a result of this to change and improve.