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June Patel
Care Director
St. Richard's Hospice
Wildwood Drive
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27th May 2014

Dear June,

Quality Account 2013/14

Thank you for the opportunity to comment on your report, which Healthwatch Worcestershire has reviewed using the Department of Health's guidelines.

Do the priorities of the provider reflect the priorities of the local population?

St Richard's Hospice has an excellent reputation throughout Worcestershire for providing end of life care for NHS patients. The collaboration with Worcester University in opening the Centre for Palliative Care confirms this expertise.

Only 28% of total expenses are funded by the NHS and the hospice has used its own resources to expand its range of services to offer wider support both at the hospice and in the community.

The planned increase in admissions, 24/7 hospital at home expansion, 24/7 triage by specialist nurses for both patients and healthcare professionals, expansion of the successful Community Volunteer Scheme and support for cancer survivors all mirror Worcestershire's aim for integrated care and avoidance of acute hospital admissions.

The continued training provided to the Worcester Acute Hospital NHS Trust and to Worcestershire's nursing and residential homes would also be fully supported.

Reporting the Care Quality Commission inspection date and outcome is also good practice, along with the avoidance of infection incidents and the very small number of complaints.

Are there any important issues missed?

The considerable workforce development and staff achievements described in each section could be more meaningful if the number of staff employed was also included.

The new position of Care Quality Coordinator is welcomed. Evaluation forms are regularly distributed to patients and their families, and the Patient and Carer Group inputs to the Care Quality sub-Committee. Examples of where this has influenced service development are always helpful.

Has the provider demonstrated that they have involved patients and the public in the production of the Quality Account?

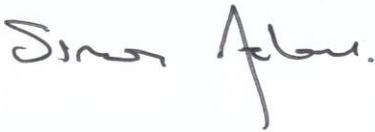
South Worcestershire Clinical Commissioning Group undertakes regular Clinical Quality Review meetings with St Richard's to ensure that the contract is providing the service specified for NHS patients.

The recently dated testimonials included from patients, relatives and carers demonstrate the value of the many services provided.

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

At the present size the report is clear, informative and an easy read for the general public. The 2013/14 results are well presented with helpful comparative charts and trends.

Yours Sincerely

A handwritten signature in black ink that reads "Simon Adams". The signature is written in a cursive style with a long, sweeping tail on the letter 's'.

Simon Adams QPM
Chief Operating Officer