

Healthwatch Worcestershire
Civic Centre
Queen Elizabeth Drive
Persore
WR10 1PT
Tel: 01386 550 264
info@healthwatchworcestershire.co.uk
www.healthwatchworcestershire.co.uk



Ms J Patel
Care Director
St Richard's Hospice
Wildwood Drive
Worcester WR5 2QT

Dear June

Ref Quality Accounts 2012/13

Thank you for the opportunity to comment on the draft Quality Account for St Richard's Hospice. As you will appreciate Healthwatch Worcestershire only came into existence on the 1 April this year and we have therefore found that our ability to comment on the Quality Account from an informed position is somewhat limited.

We have nevertheless considered the draft in the light of the guidance which was issued to Local Involvement Networks by the Department of Health and Healthwatch Worcestershire has prepared the following statement:

'Healthwatch Worcestershire, which came into being on 1 April 2013 welcomes the opportunity to consider the 2012/13 Quality Account that has been prepared by St Richard's Hospice. We have considered the Quality Account in the light of the Department of Health's Guidance and have prepared the following comments:

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

St Richard's Hospice receives approximately 32% of its funding from the NHS and therefore has to balance local health commissioning priorities with the feedback from its own Patient and Carers Group - Listening into Action, family and carer evaluation forms, Patient Satisfaction Surveys and internal audits.

St Richard's has made significant progress in 12/13 and the five priorities for 13/14 reflect the Health and Well Being Board's strategic priorities for Worcestershire, particularly for care closer to home and avoidance of admissions to the acute hospital.

The doubling of the Hospice at Home team, the Community Volunteer Scheme and the aim to provide Gold Standard Education across twenty Care Homes should support these intentions, along with a 30% planned increase in admissions from March 2014.

South Worcestershire's Clinical Commissioning Group (CCG), (previously part of NHS Worcestershire), is continuing to fund the new Bereavement Service and has the flexibility to reflect their population's priorities in St Richard's contract, and in the Commissioning for Quality and Innovation Payment framework (CQUIN).

The training priority for Advanced Care Planning is welcomed as St Richard's is a regional training centre for the Gold Standards Framework.

Are there any important issues missed in the Quality Account?

St Richard's governance process is designed to quickly react to any reported incidents and complaints and in addition, the hospice shares experience of key themes and variances with other hospices across the region.

In future years the Quality Account could include any specific learning/changes as a result of this good practice, and could also graphically illustrate the high mandatory training levels achieved across the staffing structure.

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

The NHS undertakes Clinical Quality Review meetings with St Richard's to ensure that the contract is providing the specified services for patients.

The use of testimonials and comments from patients, carers and relatives endorse the services provided. Perhaps the date and the relevant service could be added, if this is not obvious.

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

The document is easy to read and very informative with illustrative graphs and little jargon or acronyms, but to ensure wide public readership it is recommended that the length of the document is not increased in future years.

We look forward to working with St Richards Hospice in the preparation of its Quality Account for the coming year, and for which we will be able to comment from a more informed position.'

If you require any clarification on the statement please contact me.

Yours sincerely

Simon Adams

Simon Adams QPM
Chief Operating Officer
Healthwatch Worcestershire

