

Response to St. Richards Hospice Quality Accounts 2016

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 Health and Care 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 Health and Care 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?**

- Healthwatch Worcestershire has no evidence of any experiences or views on St. Richards Hospice being recorded.

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

- We have no evidence suggesting any of the basic things are not being done well by St Richards Hospice.

**Is it clear from the draft Quality Account that there is a learning culture within the provider organisation that allows people's real experiences to be captured and used to enable the provider to get better at what it does year on year?**

- The Quality Account shows clearly that efforts are made to capture patient, carer and family feedback via feedback postcards and leaflets for the Hospice at Home, In-Patient Unit, Family Support Service, Day Hospice and Outpatient clinics, Occupational Therapy and Physiotherapy services.
- It is not clear from the Quality Account what is being done with the information recorded although future intentions are explained through workforce developments and membership of various regional and national bodies.
- We welcome the recruitment of an Engagement Officer which will undoubtedly aid the capture of people's experiences in the future.

**Are the priorities for improvement as set out in the draft Quality Account challenging enough to drive improvement and it is clear how improvement has been measured in the past and how it will be measured in the future?**

- The six priorities for improvement 2016-2017 are clearly laid out and challenging in light of necessary funding
- The size of the wide ranging projects will drive improvement

- It is noted that the Hospice achieved four out of the five priorities for improvement for 2015-2016
- It is not clear what these improvements were measured against whilst acknowledging the work carried out with regional and national bodies which would require improvement measurement.