

Healthwatch Worcestershire

St. Richards Hospice Quality Accounts 2014 - 2015

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

- Given the quality of feedback and the huge support that St. Richards received from the local population in the form of fundraising and volunteers it would appear that it does reflect the priorities of the local population.
- 28% does appear to be a fairly low level of funding.
- It is understood that priorities are achieved by referrals coming from GPs and NHS hospitals

Are there any important issues missed?

- Research activity appears to be limited but it is understood this is a relatively new activity. Non-medical elements of the Hospice service are involved in research and use is being made of local resources such as the University of Worcester which has a strong and growing programme.
- Educational activity supports the Hospice mission statement.
- A wider, livelier and two way engagement with the local population is helpful in developing future hospice services.

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

- It appears that St. Richards engages in a significant amount of patient evaluation and feedback across their services;
- There is little evidence of ethnicity and equality (ethnic minorities and lower socio-economic groups) being served proportionately across the services provided.
- The Hospice engages with patients and public to plan services and identify priorities for improvement via the Listening into Action Group and the Day Hospice Forum. The former mentioned group provides a link between the national and local hospice services

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

- The quality account is very clear well-structured and understandable.
- Overall a very interesting and approachable Quality Account.
- It is suggested than an 'Easy Read' version could be available