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Chief Executive  
Worcestershire Health & Care Trust  
Issac Maddox House  
Shrubhill Road  
Worcester WR4 9RW

Dear Sarah

Ref Quality Accounts 2012/13

Thank you for the opportunity to comment on the draft Quality Account for the Worcestershire Health & Care Trust. 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 the Worcestershire Health & Care Trust. 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?**

In that the national targets are prescriptive, the priorities of the Trust reflect those areas which are underperforming or not delivering consistent results e.g. infection control, accident and emergency treatment, mortality rates, falls and stroke treatment, and which obviously must continue to be very important to the local population in terms of access and confidence.

The local Clinical Commissioning Groups (previously NHS Worcestershire) have the flexibility to reflect their population's priorities, and those of the Worcestershire Health & Well Being Board, in the Trust's contract and the Commissioning for Quality and Innovation Payment framework (CQUIN).

**Are there any important issues missed in the Quality Account?**

It would have been useful to explain more about the 'Big Recovery' and 'Recovery College'.

Although the Information Governance Toolkit score is 69% and satisfactory, it would be useful to know the areas which need improvement, and the plan to do so.

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

The Trust Patient Relations and Community Engagement Teams organise patient and carers inspection visits, local engagement forums and website interaction; Worcestershire LINKs (Healthwatch Worcestershire from 1.4.13) also provided regular feedback which should all contribute to the Trust's planning.

Involvement in clinical audits and research, and the subsequent learning is welcomed. It is hoped that results from the staff Net Promoter test will improve as appraisals, sickness levels, mandatory training and the Pledge to Care achieve full participation and greater contribution to process and practice improvements.

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

The document is very readable and informative. Action taken from complaints is demonstrated and several regional and national benchmarks are compared and illustrated. There were very few abbreviations used and the commentary was relevant and understandable.

We look forward to working with the Trust 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