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## Healthwatch Worcestershire Response

### Quality Account 2016-2017

#### Worcestershire Health and Care NHS Trust

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?**

- The Quality Account includes feedback and recommendations about the Trust's services given in Healthwatch Worcestershire Reports over the last year.

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

- Concerns have been raised through our work about mental health services. In particular access to support and information and waiting times for Cognitive Behavioural Therapy.
- Healthwatch has also received feedback about Child and Adolescent Mental Health Services (CAMHS). In particular concerns regarding access to the service and support.



Directors: Peter Pinfield, Jane Stanley, John Taylor, Jo Ringshall and Martin Gallagher  
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**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?**

- We welcome the many quality improvements detailed in the Statement on Quality from the Chief Executive.
- The Patient Safety Walkabouts carried out by the Trusts Directors demonstrates a learning culture where changes have been made as a result of this.
- The Incident Reporting and Learning section of the Quality Account demonstrates how the Trust learns from patient safety incidents. We welcome the shared learning across the organisation which includes a monthly 'Team Brief', information on the staff intranet and monthly quality dashboards.
- The Quality Account details the changes made as a result of the Friends and Family Test results.
- The Trust should be mindful that the number of compliments received has seen a reduction from 4778 in 2014/15 to 3074 in 2016/17.
- We welcome the examples of how the Trust learns from complaints and how concerns raised by patients, carers and members of the public with PALS are dealt with to make improvements.

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

Outcomes from 2016/17 Priorities -

- Although the Quality Account shows achievements to date there is little detail on how these achievements have had an impact on the experience of patients, service users and carers.

Priorities identified for 2017/18 -

- The Quality Account shows that patients and the public have been consulted on the priorities for the next year.
- We welcome the five Quality Aims forming the Quality Account priorities.

- Whilst the priorities might be challenging, this has not been demonstrated by the Trust in the Quality account.
- Whilst we welcome the priority of parity of esteem for mental health patients, the link between the measure and performance against each aim on page 13 is not clear. \*We are pleased to see the draft Quality Account has been amended to reflect this.

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

- The Quality Account document is very long and therefore may be difficult for many patients and members of the public to easily read and understand. Some parts are more of a technical performance report.
- Due to the length of the report and detail provided it would be helpful to signpost readers to the relevant section of the report for the detail provided on each priority for 2017/18.

A handwritten signature in black ink that reads "Peter Pinfield". The signature is written in a cursive style with a large initial 'P' and 'P'.

**Peter Pinfield**  
**Chair, Healthwatch Worcestershire**

**24<sup>th</sup> May 2017**