

## PRIMROSE HOSPICE

May 2017

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 2016-2017 for the Worcestershire Health and Care NHS Trust.

**1. 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?**

It is mentioned under Future Planning that priorities set for the next year result from discussions with staff, service users and stakeholders however it is not clear how this information was obtained or how the information has influenced priority setting. Explanation of this would be informative.

Under Priority Improvements for 2017-2018 "people" have said what they want but it is not clear who these "people" are. A more detailed explanation of where this body of people are from would be helpful.

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

Healthwatch Worcestershire have no evidence that the basic things are not being done well.

**3. Is it clear from the draft Quality Account 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?**

There is reference to various requests for information from patients, service users and stakeholders and also to responses from the Service User Forum.

More specific statistics on receipt of "Share Your Experience" forms would be helpful and interesting e.g. how many responses received? Give percentage of positive feedback.

It is good to see that feedback is requested on a rolling bases from various services across the Hospice.

Healthwatch Worcestershire applaud the possible appointment of a Community Engagement Officer to promote the Hospice working alongside the newly appointed Communications Officer.

**4. 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 measure in the future?**

The three priorities appear to have been shaped around feedback received and demonstrate a willingness to engage with people in the future. It is not clear how improvement has been or will be measured.

The Quality Account is very clear and well structured but in our opinion more specific details on the receipt of information and where it comes from would make for a more interesting read to patients and the public.

The very important part the Hospice movement plays towards the proposals to bring all services under the Sustainable Transformation Plan (STP) and Alliance plans across Worcestershire is recognised.