

## **Healthwatch Worcestershire Response to the Quality Account of Primrose Hospice 2021-2022**

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 organisations, such as Primrose Hospice provide services.

We have used national Healthwatch England guidance to form the response below to the draft Quality Account 2021-22 for Primrose Hospice.

### **1. Do the priorities of the provider reflect the priorities of the population?**

Healthwatch Worcestershire acknowledge the ongoing challenges presented by the COVID-19 pandemic and the aftermath. From the Primrose Quality Accounts, it appears that the Hospice adapted well to providing services during the pandemic.

The Improvement Priorities for 2022/23 are - to implement EMIS across all services, increase awareness of services to increase utilisation of services and finally to ensure that the Family and Clinical Support Services work collectively to ensure the optimal holistic care and support of individuals and families. All of which will benefit the communities of people the Hospice serves.

### **2. Are there any important issues missed?**

Healthwatch Worcestershire are not aware of any important issues missed however It would be useful for information to be included about patient feedback methodology and findings for 2021/22.

In relation to data capture, we note gender is limited to male/female and would encourage the opportunity for people to self-identify by widening the options to include Trans Male/Trans Female and Non-Binary.

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

The involvement of patients and the public in the development of this Quality Account is not clear although HWW does acknowledge that this has continued to be particularly challenging during 2021/22.

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

Healthwatch Worcestershire appreciate the challenges that arise from the technical requirements of the Quality Accounts and that some of the statements required do not apply to Hospice Services.

Given those restrictions Healthwatch Worcestershire believe the Quality Account is clearly presented for patients and the public. However, Primrose Hospice could consider producing an Easy Read version of the Quality Account in an accessible format.

*J. Ringshall*

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