

## **Healthwatch Worcestershire Response to the Quality Account of Primrose Hospice 2022-2023 received on 19 April 2023 and approved at HWW's Public Board Meeting on 25 May 2023.**

Healthwatch Worcestershire [HWW] 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 2022-23 for Primrose Hospice.

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

The improvement priorities of the hospice are very much a function of their Vision statement as set out in the Quality Account.

*"To provide the best possible care and support to anyone in our catchment area who requires our services, ensuring choice and empowerment for every individual"*

The Improvement Priorities for 2023/24 are –

- To implement a Primrose Hospice at Home Service enabling patients with advanced illness who can no longer attend the Hospice to be cared for and supported at home if that is their preference.
- Review and Improve our Wellbeing service and reintroduce "hot food".

Both priorities will be of benefit to the communities/patients/carers that use the Hospice services.

We are also pleased to note the good progress that the Hospice made during the year against the improvement priorities for 2022/23

- to implement EMIS across all services
- increase awareness of services to increase utilisation of services
- to ensure that the Family and Clinical Support Services work collectively to ensure the optimal holistic care and support of individuals and families.

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

Healthwatch Worcestershire are not aware of any important issues missed.

It is good to see the very positive report from the independent staff and volunteer survey carried out by Birdsong and how much the organisation is valued by those who work and volunteer there, however it would be useful for information to be included about patient feedback – though the ‘no formal complaints’ is good to note.

**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.

**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.

Given those requirements Healthwatch Worcestershire believe the Quality Account is clearly presented for patients and the public.



Jo Ringshall  
Chair  
Healthwatch Worcestershire