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By Email

3<sup>rd</sup> May 2016

Dear Sue

Thank you for the opportunity to comment on the Quality Account for WMAS. Please see below our draft response which will be considered at our next directors meeting on 13<sup>th</sup> May, however it is unlikely to change. We have used national Healthwatch England Guidance to form the following response:

**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 concerns raised by patients and carers to Healthwatch Worcestershire (HWW) are reflected in the complaints section of the Quality Account where issues around delays of Non-Emergency Ambulances are reported.

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

We have no evidence suggesting any of the basic things are not being done well by WMAS.

**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?**

The Quality Account does not demonstrate how WMAS carries out patient engagement beyond the use of surveys and Friends and Family Tests (FFT). Patient experience relies on complaints, PALS, surveys and FFT. The response rate to surveys and FFT is very low considering the size of the population they serve. Other than Upheld Complaints it is not made clear how WMAS learns from patient's experiences collected through PALS, Complaints, Surveys and FFT. The Trust could consider alternative methods of involving patients and gathering patient feedback.

However the engagement with "300 Voices (Time to Change) initiative" to discuss the experiences of service users around the Mental Health Triage Teams is reassuring.

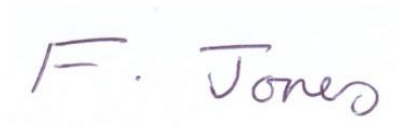
**Are the priorities for improvement as set out in the draft Quality Account challenging enough to drive improvement and it is clear how improvement has been measured in the past and how it will be measured in the future?**

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The 2016/17 priorities are clearly set out. HWW's main concern is that quality and safe services are delivered to the patients of Worcestershire so we welcome the priorities for Patient Safety and Clinical Effectiveness. How the priority for engagement with rural communities will be measured is not clear and the Trust may consider additional measures beyond engagement with community groups.

Yours sincerely

A handwritten signature in purple ink that reads "F. Jones". The signature is written in a cursive style with a large, stylized 'F'.

Felicity Jones  
Engagement Officer