

Healthwatch Worcestershire Response
Quality Accounts 2014-2015
Worcestershire Health and Care NHS Trust

One of Healthwatch Worcestershire's principle roles as the champion for those who use publicly funded health and care services in the county is to use the experiences of patients, carers and the public to influence how NHS organisations such as Worcestershire Health and Care NHS Trust provide services.

Nationally, the NHS 5 Year Forward View which was published by the Chief Executive of NHS England in October 2014 commits the NHS to engaging with patients and the public to ensure their views shape the design and delivery of health and care services. Whilst locally, Worcestershire Health and Care NHS Trust, as a partner in the county's 'Well Connected Programme' which aims to integrate health and care services, has committed to place the views of patients, service users and carers at the heart of service design and delivery.

Therefore Healthwatch Worcestershire has commented on the Quality Accounts of the Worcestershire Health and Care NHS Trust for the period 2014/15 in that context. The process of involving patients, service users and carers in the design and delivery of their services is called 'Co-Production'

Do the priorities of the provider reflect the priorities of the population?

- The Quality Account does not explain to what extent the three priorities for the next year have been set by patients or the public; or if they have been involved in any engagement or discussion about setting these priorities.
- Whilst Healthwatch Worcestershire supports the Trust's aim to make improvements in the three areas chosen. In particular ensuring mental health in patients receive physical health checks. Feedback given to us over the last year suggests that a priority area for patients and the public is access to mental health services, particularly in a crisis and the reduction of waiting times to access CAMHS.
- One of the Key Achievements reported for the year is for CAMHS - 'the redesign of services to improve our responsiveness'. We would welcome further information about what this involved and how the success has been evaluated with users of the service.
- Patient survey of Community Mental Health Services - feedback given to Healthwatch Worcestershire supports the findings that there is improvement required to ensure service users know who to contact out of hours in a crisis. We would like further information about what the actions are that

have been implemented and the improvements recorded, as our feedback would suggest this is still an ongoing issue.

- Healthwatch Worcestershire would support the identified need to record ethnic status and using this information to identify potential barriers for Black, Asian and Minority Ethnic groups to accessing services. This is an area Healthwatch Worcestershire is currently working on as an identified business priority.
- The Quality Account does demonstrate that measures such as the Friends and Family Test and other surveys have been carried out in order to gain feedback from those using services. Co-Production is also mentioned. However we would like to see Co-Production being a major theme running through the whole document. We would also welcome further information about more on-going engagement and user led reviews of services, such as any patient forums used. The Youth Board is mentioned, however their work over the last year is not described.
- We are pleased that work has been carried out to increase awareness and use of the ways service users and patients are able to provide feedback. Also that changes that are made as a result of this are communicated back, for example through posters in waiting rooms. Healthwatch Worcestershire has been talking with different groups, including those with a learning disability about the importance of providing information about giving feedback in different formats. We hope this is something that will be available across Trust services.

Are there any important issues missed?

- Feedback gained to the Quality Account through our Reference and Engagement Group raises concerns that priorities identified do not include or impact upon young people. There is also concern that the needs of hard to reach groups, in particular those who are homeless, in relation to accessing early intervention and mental health support have not been included.
- Information is included about the number of complaints, other feedback received and survey responses. There are some examples of positive feedback and issues where changes have been made. However we feel there could be further information about some of the issues that were raised through complaints and surveys carried out and where further improvements are still required.
- It might be helpful to include the details of the service failure which was upheld by the Parliamentary and Health Services Ombudsman.

Has the provider demonstrated that they have involved patients and the public in the production of the Quality Accounts?

- Apart from the inclusion of quotes of feedback from patients and the results of surveys, it is not clear if patients or the public were involved in producing the Quality Account.
- Healthwatch Worcestershire would welcome the chance to give feedback at an earlier stage of the process of writing the Quality Account in future, as this may provide more opportunity for feedback to be incorporated.

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

- Creating a colour print version of the Quality Account set out in this way helps to make it easier to look through and identify different sections.
- It is helpful to have explanations about commissioners and providers and the way in which the Trust is monitored and regulated.
- There are a lot of figures and use of abbreviations, jargon and complex terminology which can be difficult to understand. More explanation and clearly laid out actions needed and improvements demonstrated would be helpful.
- It is a very long document, in small print. It would be useful to think about making this available in different formats, such as Easy Read. At present many of the patients and users of Trust services would not be able to access the information in its current format.