

Healthwatch Worcestershire

Reference: Primrose Hospice Quality Account 2014/15

1. **Do the priorities of the provider reflect the priorities of the local population?**
 - HWW welcomes the plan to remodel the Day Hospice improving accessibility and a broader range of activities. This reflects the needs of the diverse population and offers more personalised and person centred care recognising the choice of the individual.
 - Increasing the number of people who die in the place of their choosing demonstrates the commitment of the Hospice in quality end of life care and individual choice, putting consumer's first.
 - Benchmarking end of life care services against NICE standards is good practice demonstrating a commitment to improving the experience of care for patients and families

2. **Are there any important issues missed?**
 - It would be useful to know which other providers will be used when benchmarking the end of life care services, for example, will they be providers of a comparable size and nature to Primrose Hospice?

3. **Has the provider demonstrated that they have involved patients and the public in the production of the Quality Account?**
 - There is a clear commitment to involving service users and carers through the User Forum. However, as the forum met only once in the year 14/15 it may be useful to consider other methods of involvement giving service users and carers more choice in how they get involved.

4. **Is the Quality Account clearly presented for patients and the public?**
 - The Quality Account is written in a clear and concise manner and easy to read for the general public.

Written by Felicity Jones with involvement from Directors and Co-opted Board Members.