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Libby Myton
Nurse Manager
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Dear Libby

Ref Quality Accounts 2012/13

Thank you for the opportunity to comment on the draft Quality Account for the Worcestershire Health & Care Trust. As you will appreciate Healthwatch Worcestershire only came into existence on the 1 April this year and we have therefore found that our ability to comment on the Quality Account from an informed position is somewhat limited.

We have nevertheless considered the draft in the light of the guidance which was issued to Local Involvement Networks by the Department of Health and Healthwatch Worcestershire has prepared the following statement:

'Healthwatch Worcestershire, which came into being on 1 April 2013 welcomes the opportunity to consider the 2012/13 Quality Account that has been prepared by Primrose Hospice. We have considered the Quality Account in the light of the Department of Health's Guidance and have prepared the following comments:

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

It is evident that patients and service users from the local community have been involved in shaping the services of Primrose Hospice and that they therefore reflect the priorities of the community.

Are there any important issues missed in the Quality Account?

We note that the Quality Account provides a review of all the services that Primrose Hospice provides which extend beyond those that are publicly funded by the NHS.

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

We support the approach Primrose Hospice takes in seeking the views of its patients and service users in the design and provision of its services which is evidenced in the Account.

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

The document is very readable and informative. It is presented in a format with few abbreviations and the commentary was relevant and understandable.

We look forward to working with Primrose Hospice in the preparation of its Quality Account for the coming year, and for which we will be able to comment from a more informed position.'

If you require any clarification on the statement please contact me. Can I also thank you for taking the time to meet me and allow me to view the fantastic facility you have at Primrose Hospice.

Yours sincerely

Simon Adams

Simon Adams QPM
Chief Operating Officer
Healthwatch Worcestershire