

Healthwatch Worcestershire 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 services.

We have used national Healthwatch England guidance to form the response below to the draft Quality Account 2015-2016 for Primrose Hospice.

- **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?**

Healthwatch Worcestershire has no evidence of any experiences or views on Primrose Hospice being recorded.

- **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 Primrose Hospice.

- **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 demonstrates clear efforts to capture patient, carer and family feedback using a variety of methods such as a consultation, interviews and group sessions and a Service User Forum. It would be helpful to know the number of people on the forum and whether carers and family members are involved. The quality account shows clearly how the feedback is dealt with and what actions have been done in response.

- **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?**

The quality account clearly sets out challenging priorities for 2016-17 including how they will be measured. The progress made on the priorities for 2015-16 are clearly reported. We welcome the influence patient feedback has had on the Day Hospice remodelling project and that even though the End of Life Care Quality Assessment Tool was withdrawn an alternative set of quality standards from NICE have been used to measure services.