

## Healthwatch Worcestershire Response

### Quality Account 2017-2018

#### Worcestershire Health and Care NHS Trust

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 how NHS organisations, such as Worcestershire Health and Care Trust provide services.

We have used national Healthwatch England guidance to form the response below to the draft Quality Account 2017-2018 for the Worcestershire Health and Care NHS Trust.

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

In the section on Looking Forward to our Quality Priorities for 2018/19 there is a statement that:

‘Following consultation with NHS Improvement, the Clinical Commissioning Groups, Care Quality Commission representatives, Healthwatch, our staff and the wider public our Trust Board decided on the following 3 priorities.’ There is no evidence to suggest how Healthwatch, patients and the public have been involved in formulating the priorities.

Whilst Dementia Awareness and Parity of Esteem are welcome as they will both benefit patients, they are not specific areas that Healthwatch Worcestershire has received feedback about in relation to Worcestershire Health and Care Trust over the last 12 months. Areas of feedback received by Healthwatch Worcestershire in this time frame include:

- Access to Adult Mental Health Services
- Access to Child Mental Health Services

Through the surveys and engagement carried out for the Autism Spectrum Conditions project, issues raised relating to the Health and Care Trust included:

- Access to and waiting times on the Umbrella Pathway
- Lack of appropriate mental health support for people with Autism Spectrum Conditions

Healthwatch Worcestershire welcome ‘Parity of Esteem’ as a priority and would suggest it might be useful to extend it to the parity of esteem and continuity of services from children's services to adult services, for those conditions which are lifelong.



**Are there any important issues missed?**

Healthwatch Worcestershire are aware of the major changes currently being addressed via the Sustainability and Transformation Partnership delivery of the 5 Year Forward View. It believes an explanation would have been useful in relation to the work and the potential role patients and carers will play in these changes.

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

Healthwatch Worcestershire welcomes the Health and Care Trusts commitment to developing a culture of co-production, however, it is not evident how this has been applied to either the development of this Quality Account or service redesign.

The Quality Account provides an opportunity to engage and involve patients and carers in the design and production of future reports.

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

Healthwatch Worcestershire understands the challenges in clearly presenting the Quality Account for patients and the public given the content required by NHS England. Healthwatch Worcestershire acknowledge this year's draft Quality Account is shorter than previous years, however, it is still technically complex, and the language used is not always clearly presented for patients and the public.

Healthwatch Worcestershire suggest that the Trust should produce a summary of the Quality Account in an accessible format specifically for patients and the public.

A handwritten signature in black ink that reads "Peter Pinfield". The signature is written in a cursive style with a large initial 'P' and 'P'.

**Peter Pinfield**  
**Chair, Healthwatch Worcestershire**