

## Healthwatch Worcestershire Response

Quality Account 2017-2018

June 2018

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 organisations, such as Primrose Hospice provide services.

We have used national Healthwatch England guidance to form the response below to the draft Quality Account 2017-2018 for Primrose Hospice.

**1. Do the priorities of the provider reflect the priorities of the population?**

Healthwatch Worcestershire have no evidence to suggest that the priorities do or do not reflect the priorities of the local population.

**2. Are there any important issues missed?**

Healthwatch Worcestershire are not aware of important issues missed. In relation to feedback from service users and their families on pages 21/22, it would have been valuable to have included further statistical detail in the feedback from the Physiotherapy and OT surveys and the Meet the Team and Well-being Pilot in particular. The expansion of the Well-being Service is a key priority for next year and it would have been valuable to have information about how the pilot service user engagement and feedback (including numbers) will be used to shape this service.

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

Under the heading of Future Planning it states that priorities for 2018/19 were identified because of discussions with staff, service users and stakeholders. It is good to see that feedback is requested on a rolling basis from various services across the Hospice. Primrose Hospice has clearly involved their patients and stakeholders in the development of their priorities for 2018/19.

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

Healthwatch Worcestershire recognise the restrictions that arise from the formal requirements of the Quality Accounts and that some of the statements required do not apply to Hospice Services. Given those restrictions Healthwatch Worcestershire believe the Quality Account is clearly presented for patients and the public.



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Chairman  
Healthwatch Worcestershire