

Healthwatch Worcestershire's response to the Quality Account of the Worcestershire Health and Care NHS Trust for the financial year 2018/19

Healthwatch Worcestershire [HWW] has a statutory role as the champion for those who use publicly funded health and care services in the county.

Healthwatch Worcestershire welcomes the opportunity to comment on the Worcestershire Health and Care NHS Trust Quality Account [QA] for 2018/19. We meet with the Trust to discuss issues and actions arising from our work and the responses that they provide to the recommendations within our reports, as identified on page 16 of the Quality Account.

Healthwatch Worcestershire's principal concern is that patients who live or work in Worcestershire receive safe and quality services from the Trust.

We have used national Healthwatch England guidance to form our response below.

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

HWW welcome the addition of Priority 4 - Accessible Information Standard.

The priorities are stated as being determined by unspecified consultation with the 'wider public'. It would be useful to understand more about the approach taken and how the harder to reach communities were engaged.

2. Are there any important issues missed?

More emphasis on transition points would be welcome, especially from children's services to adult services. On page 39, 'Partial Achievement' is recorded next to 'Transitions out of Young Peoples Mental Health Services'. It would be good to understand what this means and what the implications are?

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

It was good to see the Trust had engaged with the wider population in setting the priorities for 2019/20, however, it is not clear how the public or patients have been involved in producing the Quality Account.

The section on page 26 onwards on Patient Experience and Feedback is interesting and informative. It is encouraging to note the increase in response from Friends and Family compared to 2017/18.

Healthwatch Worcestershire welcome the introduction of real time feedback via text messaging to capture patient experience following discharge from services.

It is clear Worcestershire Health and Care Trust capture patient feedback however; it is not clear how these feed into the Quality Account e.g. Learning from Deaths - extensive consultation including 'patient panels'.

It would be useful to know how patients and the public are made aware of the Quality Account report.

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

Healthwatch Worcestershire understands the challenges in clearly presenting the Quality Account for patients and the public given the content required by NHS England. None the less the draft Quality Account at times uses language which may be difficult for patients and the public.

A glossary of terminology would be useful and avoidance of acronyms where possible. It would also be useful to include links to strategies where they are referenced e.g. page 17 refers to the Oral Health Strategy.

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



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