

Healthwatch Worcestershire Response

Quality Account 2018-2019

May 2019

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 2018-2019 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. However, it is recognised that the hospice takes service user and carer feedback seriously using a variety of means such as user forums and surveys to gather the information.

2. Are there any important issues missed?

Healthwatch Worcestershire are not aware of important issues missed.

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

The priorities for 2019/20 were consulted on with staff, service users and stakeholders.

The hospice appears to take patient and carer feedback very seriously and uses it to develop and improve services. They have a regular user forum twice per year and in addition use targeted surveys whilst also listening to patients and carers. They appear to be responsive to suggestions from service users for example the changes to the patient meals and snacks available and improvement to patient privacy were in response to feedback.

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.



Peter Pinfield
Chairman
Healthwatch Worcestershire