

Healthwatch Worcestershire's response to the Quality Account of the Herefordshire & Worcestershire Health and Care NHS Trust (HWH&CT) for the year 2020/21

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 Herefordshire & Worcestershire Health and Care NHS Trust Quality Account [QA] for 2020/21. We meet with the Trust regularly 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.

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?

The four identified improvement priorities for 2021/22 should reflect the priorities of the local population:

- Addressing the impact of the Covid - 19 pandemic: we hope that changes to Healthcare delivery emerging from Covid -19 are based on patient experience as well as operational and clinical criteria.
- Workforce: supporting the workforce and addressing inequality issues is key.
- End of Life Care (EOL): continuing the priority from 2020/21 and implementing the Trust's 'Excellence for End of Life Care' plan.
- Implementing the National Patient Safety Strategy and the roll out of the new patient safety incident management system.

We welcome the priorities for 2021/22 which are clearly designed to improve service delivery and the quality of patient experience. Healthwatch Worcestershire's principal concern is that patients who live or work in Worcestershire receive safe and quality services from the Trust.

2. Are there any important issues missed?

HWW are unable to identify any important issues missed.

However, whilst the priorities for 2021/22 are positive: they are widely drawn, there are few measurable targets attached to the priorities, and consequently it will be difficult for the public and stakeholders to evaluate progress. The

inclusion of some data points would be useful and particularly relevant for the National Patient Safety Strategy.

HWW welcomes the inclusion of our reports in relation to your service areas during 2020 and would like to see a link to the response you provided to our recommendations. A specific example of how you have incorporated the collection of LGBT+ data would be useful.

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 2021/22, however, it is not clear how the public or patients have been involved in producing the Quality Account.

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.

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. National Patient Safety Strategy on page 12.

Healthwatch Worcestershire suggest that the Trust consider producing an Easy Read version of the Quality Account in an accessible format.



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Chair
Healthwatch Worcestershire