

## Healthwatch Worcestershire Response to the Quality Account of Primrose Hospice 2020-2021

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 2020-2021 for Primrose Hospice.

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

Healthwatch Worcestershire acknowledge the challenges presented by COVID-19. From the Primrose Quality Accounts it appears that the Hospice adapted well to providing services during the pandemic.

The Improvement Priorities for 2021/22 are to invest in clinical services, to support more people with Day therapies and to improve the provision and ease of access of drop in services - all of which should benefit the patients and service users at the Hospice.

We welcome the collaboration demonstrated with patients and service users in developing services as outlined in Improvement Priority 2 for 2020/21 and the continuing work on the Care Services review.

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

Healthwatch Worcestershire are not aware of any important issues missed however It would be useful for information to be included about patient feedback methodology and findings for 2020/21.

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

The involvement of patients and the public in the development of this Quality Account is not clear although HWW does acknowledge that this has presented extra challenges during the pandemic. However, the commitment to continue with the Care Service Review collaborating with stakeholders and service users to ensure services are 'Fit for the Future' is welcomed.

### **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. However Primrose

Hospice could consider producing an Easy Read version of the Quality Account in an accessible format.



Jo Ringshall  
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