

## **Healthwatch Worcestershire's response to the Quality Account of the Worcestershire Health and Care NHS Trust for the financial year 2019/20**

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 2019/20. We meet on a quarterly basis 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 14 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?**

The priorities seem to reflect those of the local population as indicated by the following examples:

- The overall CQC rating of Good as this reflects the wider needs of the population
- Improvements stated for end of life care in WHCT's plans going forward
- The responses to the CQC report on the Community Assessment Recovery Service by the Chief Executive on the delivery of providing the appropriate level of support for adults who have more serious mental illnesses in Worcestershire.

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

HWW are unable to identify any issues missed.

HWW were concerned about the following issues raised via Inspection reports:

- CQC Inspection Report in January 2020 in relation to adult mental health CARS services in South Worcestershire. HWW welcome the action plan in place to address the issues.
- Ofsted Inspections in February 2020 identified improvements required in some Short Break Facilities and also note actions are identified to address the issues.

### **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 specifically involved in producing the Quality Account.

The section on page 22 onwards on Patient Experience and Feedback is interesting and informative. It is interesting to note the figures relating to response from Friends and Family remain the same as 2018/19.

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.

Healthwatch Worcestershire suggest that the Trust should produce a summary of the Quality Account priorities in an Easy Read version. It is noted and welcomed that the Trust are keen to further engage with patients and the public about the most accessible format for this QA in accordance with the Accessible Information Standard.



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