

Healthwatch Worcestershire's response to the Quality Account of the Herefordshire & Worcestershire Health and Care NHS Trust (HWH&CT) received on 02.05.23 for the year 2022/23

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 2022/23. 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 three identified improvement priorities for 2023/24 should reflect the priorities of the local population:

- **Shared Care Decision Making:** We will enable our teams to support people who access our services to make more informed choices based on their personal values and preferences and what is known of the risks, benefits and consequences of the options available to them.
- **Therapeutic environments:** We will provide attractive, sensitively designed healthcare environments that offer therapeutic benefits to patients and staff.
- **Trauma Informed Care:** Trauma Informed Care nurtures a culture of compassion and kindness for all and seeks to avoid re-traumatising people. It offers an environment in which we endeavour to understand and pay attention to the signs and symptoms of trauma and the variety of ways this may present.

We welcome the priorities for 2023/24 which are clearly designed to improve service delivery and the quality of patient experience. It would be good to see Shared Care Decision Making with a measurable target and outcomes and for patient feedback to be used in evaluating progress.

Healthwatch Worcestershire are keen to understand how the public can be assured that the learning from last years priority in relation to End of Life Care, will be taken forward.

2. Are there any important issues missed?

Healthwatch Worcestershire's principal concern is that patients who live or work in Worcestershire receive safe and quality services from the Trust. Healthwatch Worcestershire acknowledges that the priorities for 2023/24 are positive and are likely to improve patient experience and outcomes: however as found in previous years, the priorities 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. It would be beneficial to see an improvement plan for each of the priorities, included in the Quality Account for clarity.

We would welcome the involvement of service users and carers in the development of these plans.

Given the current CQC ratings of Inadequate for Acute wards for adults of working age and psychiatric intensive care units and Community based mental health services for adults of working age, it is a concern that Mental Health is not identified as a priority for 2023/24. It would be useful to see improvement plans included in the Quality Account and clarity provided on how patients and carers will be involved in evaluating progress.

HWW welcomes the inclusion of our reports in relation to your service areas during 2022/23 and would like to see a link to the response you provided to our recommendations.

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

It is not clear how the public or patients and carers have been involved in producing the Quality Account or setting the Priorities for 2023/24.

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. However, the document as presented is long, complicated, and the language used is not always accessible for

patients and the public. Healthwatch Worcestershire, as in previous years, we repeat the suggestion that the Trust consider producing an Easy Read version of the Quality Account in an accessible format. In addition, we would welcome the document being made available in other community languages.

The inclusion of a glossary of terminology would be helpful along with the avoidance of acronyms where possible.



Jo Ringshall
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