

### About Healthwatch Stockport

Healthwatch is the new independent consumer champion created to gather and represent the views of the public, patients, relatives and carers. Healthwatch plays a role at both national and local level and makes sure that the views of the public and people who use services are taken into account.

Healthwatch Stockport is a membership organisation run by volunteers with an interest in health & social care. They are supported by a team of staff to offer help to members carrying out activity on behalf of the organisation.

Healthwatch Stockport has, amongst others, the following responsibilities;

- Promote and support local people to be involved in monitoring, commissioning and provision of local care services
- Obtain local people's views about their needs for and experience of local care services
- Tell agencies involved in the commissioning, provision and scrutiny of care services about these views
- Produce reports and make recommendations about how local health and care services could or should be improved

### Introduction

NWAS provide the Paramedic Emergency Transport Service within Greater Manchester, where Stockport sits geographically. They do not provide the Patient Transport Service in Greater Manchester after retendering of the service by commissioners.

Healthwatch Stockport welcomes the opportunity to comment on this Annual Quality Account (as seen in draft). We recognise that Quality Account reports are a useful tool in ensuring that NHS healthcare providers are accountable to patients and the public about the quality of service they provide. We fully support these reports as a means for providers to review their services in an open and honest manner, acknowledging where services are working well and where there is room for improvement.

We share the aspiration of making the NHS more patient-focussed and placing the patient's experience at the heart of health and social care. An essential part of this is making sure the collective voice of the people of Stockport is heard and given due regard, particularly when decisions are being made which might affect the quality of care or changes to service delivery or provision.

Our wish is therefore that Healthwatch Stockport works with its partners in the health and social care sector to engage patients and service users effectively and to ensure that their views are listened to and acted upon. We look forward to continuing to work alongside NWAS to making sure that the voice and experience of patients and the public is heard throughout the provision of services.

NWAS provides a bi-monthly article for the Healthwatch Stockport Newsletter *Healthwatch News* with updates on the latest work of the Trust, and we thank them for it. They also took part in the creation of Healthwatch Stockport's 'Do you have a Comment, Complaint or Compliment' leaflet.

Healthwatch Stockport also met with NWAS about producing quarterly reports on comments, compliments, complaints and quality. The first report will be due in July 2014. Healthwatch Stockport works with partnership organisations, Stockport FLAG (For Local Advice and Guidance) and Stockport NHS Complaint Advocacy and in preparation for this response there were no adverse comments receive.

Healthwatch Stockport commends NWAS on the many areas where, through hard work and dedication, quality improvements have been demonstrated.

#### North West Ambulance Service (NWAS) Quality Account 2013/14

Regarding the *Category A (Red 1 & 2) Response* times reported within the Quality Account, Healthwatch Stockport notes that NWAS met the target within Greater Manchester of responding to 75% of Red 1 and Red 2 calls within 8 minutes, an improvement on last year. However, we feel that the target of 75% appears low and would encourage the Trust to work towards not only meeting, but surpassing this target within all geographical areas.

Healthwatch Stockport support the plans for the proposed developments for safeguarding during the next year, in particular the focus on adolescents at risk and adolescents making the transition to adult services, an issue currently being looked at by Healthwatch Stockport.

We are also pleased to see the Trust's commitment to Patient and Public Engagement through quantitative patient surveys, the web-based staff conversation *Talk to Us* platform and focus groups.

We welcome the key quality improvement areas for 2013/14 focusing on the Introduction of a Clinical Performance Indicator for Mental Health patients, Introduction of a Clinical Performance Indicator for patients suffering falls, Improvements in care provided to patients with dementia and the Introduction of the MERIT (Medical Emergency Response Incident Team). As the Patient Transport Service is not provided by NWAS within Stockport, we are unable to comment on this area.

#### Conclusion

Healthwatch Stockport thanks NWAS for the opportunity to comment on this document and request consistency in reporting next year to enable a direct comparison of the information.

If members of the public have any queries or questions or concerns resulting from this report or annex, Healthwatch Stockport can be contacted by e-mail at [info@healthwatchstockport.co.uk](mailto:info@healthwatchstockport.co.uk), telephone on 0161 477 8479 or you can visit our website at [www.healthwatchstockport.co.uk](http://www.healthwatchstockport.co.uk).

**Healthwatch Stockport**