

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

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 about quality of care and changes to service delivery and provision.

Our wish is therefore that Healthwatch Stockport works with its partners in the health & 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 St Ann's Hospice to making sure that the voice and experience of patients and the public form is heard throughout the provision of services.

Healthwatch Stockport commends St Ann's Hospice on the many areas where, through hard work and dedication quality improvements have been demonstrated.

St Ann's Hospice Quality Account 2013/14

The Quality Account is a very well written report, which obviously has to follow a prescribed format. In the future, Healthwatch Stockport would like to see a bit more information on:

- Figures on enhanced training for non-registered clinical staff.
- Identification of skill gaps in the community.
- How improvements in engagement with hard to reach cultural and social groups is progressing.

- Details of in-house therapies.

The Hospice at Home Service is well covered within the report and Healthwatch Stockport are pleased to see the Carer Needs Assessment Tool in use at the service.

The uplifting corresponding examples within the Quality Account add some colour to the prescribed format of the report, which could seem quite dry without them.

Through our working relationships, Healthwatch Stockport took part in the PLACE (Patient Led Assessments of the Care Environment), the results of which are particularly good, and congratulate St Ann's Hospice on the results of this assessment.

The Care Quality Commission Report also brings heart to the Quality Account and appears to confirm what the community feels about St. Ann's Hospice.

We are also happy to see the number of pieces of work carried out by the hospice to collect patient feedback, from their comments scheme, to the Patient/Care Group, a variety of surveys and the Day Therapy Service Users focus groups.

### Conclusion

At Healthwatch Stockport, we have previously received verbal feedback praising the service received at St Ann's Hospice. We are glad to see the number of compliments (as reported in the Quality Account) received to the hospice far outweighs the number of complaints and that the number of informal complaints has decreased since last year's report.

Healthwatch Stockport thanks St Ann's Hospice 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**