

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 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 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 the 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

Healthwatch Stockport are pleased to note that Jayne Bessant, Chief Executive focuses on both collaboration and patients, families and carers being at the heart of everything they do within her Statement. Healthwatch Stockport supports this position and the work the hospice is carrying out to achieve it including focus groups, individual interviews, questionnaires in addition to away days and strategy days in the centres.

Healthwatch Stockport is pleased to see that St Ann's Hospice are working towards connecting to local NHS Trust patient databases facilitating continuity of care for patients.

Healthwatch Stockport are pleased to see the success of the new drop in service to community based patients and their carers and the improvements in medicine management, and patient safety.

Through our working relationships, Healthwatch Stockport took part in the PLACE (Patient Led Assessments of the Care Environment) in March/April 2014 the results of which were particularly good, and congratulate St Ann's Hospice on the results of this assessment.

We are pleased to see that the St Ann's Lead for Research & Development is helping to evaluate the Individual Plan of Care, with colleagues at the University of Manchester, assessing whether the new documentation enhances patient care in their last days of life and will be contributing to a planned regional clinical audit of the Plan.

Healthwatch Stockport would like to congratulate St Ann's Hospice on their Prescribing Audit and Audit of Discharge letters being accepted for poster presentation at the European Association of Palliative Care Conference in May 2015.

### Conclusion

Healthwatch Stockport thanks the 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 974 0753 or you can visit our website at [www.healthwatchstockport.co.uk](http://www.healthwatchstockport.co.uk).

**Healthwatch Stockport**