

Healthwatch Richmond welcomes this report and the opportunity to comment. We found that it has been written in clear English and did not obscure any bad results, although we would welcome further detail in some areas throughout the report.

The Account presents a mixed picture in terms of performance against last year's priorities. We feel that results could be more explicitly detailed throughout the report. Without quantifiable and measurable targets, particularly in relation to achievement against previous targets, it is difficult for us to understand and for West Middlesex University Hospital to demonstrate its own successes effectively.

There have been some visible improvements: it is encouraging to see that >95% staff are now trained in infection control, an improvement on the 2012-2013 report where we commented that this area was in need of attention. Measurable targets such as this highlight improvements year on year and produce quantifiable data in which the public can feel confident. It would be encouraging to see data like this across the report.

The number of incidents of grade 3 and 4 pressure ulcers is very concerning, having increased by 57% over the last year. Without explanations for this increase, it is difficult to ascertain whether the suggested improvements for the coming year will be effective in reducing pressure ulcers. However this target is an important inclusion for the coming year. We welcome the transparency West Middlesex have shown in relation to this issue and will be following its progress closely.

Our research suggests that Urinary Tract Infections and catheter care, notably training in the removal of catheters, is an area of concern for some patients. We were encouraged that the Trust has set a priority for this, although it was not entirely clear from the report why it had been included.

We were encouraged to note that the Trust have identified a target to improve patients' and relatives' experience of end of life care. Intelligence from Dr. Foster shows that performance is below its expected range, which is consistent with the problems identified in staffing. Similarly we applaud the Trust's ambition in setting a challenging target for Hospital Standardised Mortality Ratio, which would take them from performing fairly poorly to a score that is better than average.

The Quality Account presents a significant amount of good work done in relation to improving the quality of patient experience, particularly regarding the introduction of the patient passport for vulnerable groups and improving the standards of care to ensure delivery of compassionate care. Reporting on patient reported targets, for example with discharge plans, would be welcome in this area.

Overall we were pleased to see that much has been achieved against last year's targets and we welcome the invitation to participate in the upcoming Compassionate Care audit in line with the target set for 2014/15.

