

Annual Impact Report 2021-22





“Overall, stakeholders are very positive towards Healthwatch Oxfordshire being viewed as providing both a vital role as advocate for patients in the county as well as providing a route to engagement.

Stakeholders also perceive Healthwatch Oxfordshire to have a very strong reputation with the organisation being viewed as respectable, credible and a critical friend to the sector.

Mirroring stakeholder views, the public consultation also found that Healthwatch Oxfordshire is viewed as credible, fair, independent and providers of sound advice by around four in five of respondents to the survey.”

From a report carried out by independent consultants commissioned by Oxfordshire County Council to review our performance



Thanks to Oxford Community Action (OCA) for the photograph on our report front cover which shows (left to right) Oxford Health NHS Foundation Trust Administrator/Logistic Coordinator COVID-19 Vaccination Services Team Banjo Malcolm, OCA Director Mujahid Hamidi, Healthwatch Oxfordshire Senior Community Involvement Officer Veronica Barry, Oxford Health NHS Foundation Trust Immunisation Team Lead Karen Webb and Healthwatch Oxfordshire Community Involvement Officer Nuha Abdo.

They are pictured at OCA’s annual football tournament in June 2021 at which Oxford Health ran a COVID vaccination clinic. Read more about this on p14.

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Thank you

Thank you to everyone who has helped us over the last year, including:

- Members of the public who have taken the time to share their views and experiences with us.
- Our brilliant team of staff, volunteers and community researchers for all their hard work.
- The voluntary organisations we worked with for helping to ensure more people's voices are heard.
- The providers and commissioners of health and social care in the county who have listened to and responded to the voices of Oxfordshire residents.

Message from our Chair

Welcome to the Healthwatch Oxfordshire Annual Impact Report.

These are challenging times for Healthwatch in general as new systems and ways of working emerge.

We achieved our goal this year to continue to listen to seldom heard communities in Oxfordshire to ask them how they feel about their experiences of health and social care services.

The past 12 months have again set us challenges in terms of being in touch with the community in order to hear from patients and other healthcare users. Despite these challenges, several important pieces of research were undertaken, and we reported our findings to the various boards that commission services and to service providers themselves.

The reports included a particularly powerful video of black women's views on maternity services.

We also worked with Healthwatch England and other local Healthwatch organisations across the country on blood pressure monitoring.

Another issue we looked at in our research was access to GPs in the county.

We worked jointly with Community First Oxfordshire on isolation in rural settings, where we found that a shortage of transport and recreational activities for young people were commonly identified concerns.

We spent time talking to people in Chipping Norton about their experiences of accessing services in their community.

Towards the end of 2021 we were able to restart our programme of Enter and View visits to listen to staff and patients at a variety of services.

All this and more can be found in the following pages of this report.

I am proud to be the Chair of Healthwatch Oxfordshire and of the range and quality of the work the team have undertaken. I hope you will enjoy reading this report.



Sylvia Buckingham
Healthwatch Oxfordshire Chair

About us

Your independent health and social care champion

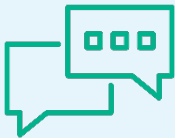
Healthwatch Oxfordshire is your local independent health and social care champion. We work to make sure NHS leaders and other decision makers hear your voice and use your feedback to improve health and social care services. We can also help you to find reliable and trustworthy information and advice about local health services.

Our aims



Supporting you to have your say

We know that health and social care providers can best improve services by listening to people's experiences.



Ensuring all voices are heard

We know that everyone in society needs to be included in the conversation – especially those whose voices aren't being listened to.



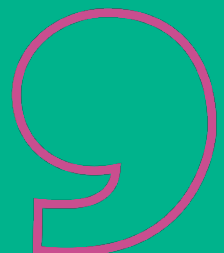
Working together to improve services

We know that comparing lots of different experiences helps us to identify patterns and learn what is and isn't working.

Get in touch

We would love to hear from you if you have feedback to share or a question to ask.

You can call us on 01865 520520 or email us at hello@healthwatchoxfordshire.co.uk



Highlights from our year

Hearing from you



12,902 people

shared their experiences of health and social care services with us, helping to raise awareness of issues and improve care.

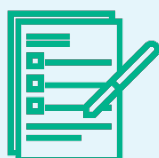
369 people

came to us for advice and information about local health services.

415 people

submitted a review of their experience of using health and social care services via our Feedback Centre at www.healthwatchoxfordshire.co.uk/services

Making a difference to health and social care services



We published

34 reports

on people's experiences of health and social care and the improvements people would like to see to services. You can read our reports at www.healthwatchoxfordshire.co.uk/reports

How we work



11 volunteers and 5 trustees

kindly gave up their time to help support and steer our work.

We also currently employ

7 members of staff

to carry out our work.

We are funded by our local authority. In 2021-22 we received

£252,866

which is 2 per cent more than the previous year.

Listening to your experiences

Your views are essential to improve services.

Here are some examples of how we have shared your feedback with service commissioners and providers to help improve care for everyone.



Improving access to GPs

We helped highlight the difficulties people were having accessing GP services to local health commissioners.

Between September and November 695 people completed our survey to share their views and experiences of using different methods to contact their GP practice for appointments, information and advice, and other services.

What we heard

- Patients frequently struggle to get through because telephone lines are engaged or waiting times are long.
- Online tools and apps provide additional access to certain services but can be time-consuming or difficult to use, and sometimes give unhelpful advice.
- People without access to the internet or a computer cannot use the online tools.
- Despite best efforts of staff, patients did find it difficult and frustrating to obtain appropriate consultations and advice.



“Sometimes it doesn’t take that long to get through... but on most occasions it is a frustrating process”

What we did

We presented our findings to Oxfordshire’s Joint Health Overview and Scrutiny Committee and will take the report to the county’s Health and Wellbeing Board in July 2022. We also shared our report with the Care Quality Commission, the local General Medical Council, all GP practices in the county, Oxfordshire Primary Care Commissioning Committee, and the Oxfordshire Quality Committee.

What difference did this make?

Following the publication of our report, Oxfordshire Clinical Commissioning Group is:

- Investing in an advanced telephony system to improve telephone call handling at GP practices.
- Reviewing the eConsult online consultation platform.
- Reviewing the NHS mobile app to improve patients’ experiences of using it.

Improving websites for patients

In October we carried out our second review of the websites of all 67 GP practices in the county. We wanted to check how easy sites were to use, whether information and advice was accurate and up to date, and the availability of an online translation tool.

We sent a report to each practice setting out our findings and suggestions for their sites. Many practices have since made the improvements we suggested.



“We are constantly looking to improve our website so it was good to have your input and thoughts”

Practice Manager



More support for home blood pressure monitoring

We have called for greater support for people who monitor their blood pressure at home, following a project to understand what this was like.

We worked with Healthwatch Bucks to listen to people's experiences of taking their blood pressure at home. This work formed part of a wider Healthwatch England study.

What we heard

People monitor their blood pressure for different reasons and have different experiences. Most people were positive about taking their blood pressure at home, but others said they would prefer to have this done at a GP surgery. People also said it would be helpful to have:

- Access to clear information about blood pressure and monitoring.
- More options for submitting readings.
- Good communication from their GP practice.

What we did

We made several recommendations to the Clinical Commissioning Groups (CCGs) in Oxfordshire and Buckinghamshire on how support could be increased for people who monitor their blood pressure at home.

The CCGs said our report "provides a valuable insight to the patient experience of home monitoring" and that our recommendations would inform future work.



"The Healthwatch feedback and recommendations will be extremely valuable to share with GP practices as they develop more comprehensive programs to support home blood pressure monitoring"



Buckinghamshire and Oxfordshire CCGs

New age-related hearing loss service launched

Following work we carried out asking people about their experiences of getting treatment for earwax problems, a new, free treatment service for over-55s who have age-related hearing loss has been introduced.

More than 170 people responded to our survey about accessing treatment, with many saying they were unhappy that their GP practices no longer provide routine earwax removal. People were instead advised to use ear drops or pay for treatment at a high street provider. Although most people said they were satisfied with the non-NHS care they received, there were concerns about the affordability and safety of services, especially for those on low income, in residential care, or with mobility difficulties.

We shared what we heard with Oxfordshire Clinical Commissioning Group (OCCG) which has since commissioned the new self-referral service for over-55s who have age-related hearing loss and have undertaken two weeks' self-management without success.

OCCG also committed to providing clear information to GP practices and the public on self-management of earwax, availability of treatment on the NHS – including the age-related hearing loss service – and alternative providers, as well as expected costs and quality assurance.

We are currently following up with OCCG on their commitment and will continue to listen out for people's experiences of accessing hearing loss treatment.

Improving access to interpreters for health and social care support

Health and care providers in Oxfordshire have agreed to work together to improve people's access to and awareness of interpreting services, and to ensure that staff are fully informed. This commitment was a direct response to our work highlighting the difficulties people face accessing interpreting services locally, and the impact this can have on their care.

What we heard

- How important interpreters are in helping people feel safe, supported and empowered in their treatment and care.
- Not everyone is offered an interpreter when booking an appointment or receiving care.
- Not everyone knows that it is their right to have an interpreter for their health and social care appointments and treatment, or how to access this support.
- Some languages are difficult to find interpreters for but need to be provided.



"I was not able to request interpretation services due to my language difficulty"

"I felt awful and insecure at hospital (without an interpreter)... it is extremely hard to use NHS without language"



What we did

We held an online event attended by key organisations in the county, including health providers and commissioners, local authorities and GPs, to discuss what we had heard.

Those at the meeting agreed to look at developing a county-wide campaign to promote interpreting support and patients' rights, and access to interpreters across all services and communities. They also agreed to work together to see how NHS patient record systems can better flag the need for an interpreter when moving from one service to another.

You can read all our reports at www.healthwatchoxfordshire.co.uk/reports
For a paper copy call 01865 520520 or email hello@healthwatchoxfordshire.co.uk

Community research in action

We want everyone in Oxfordshire to be able to tell us their views about the NHS health and social care support they receive. It's particularly important that people who don't often speak out can tell their story in their own way.

This year we supported three inspiring community researchers to help us hear the voices of people we might not usually hear from.

Community research involves working with communities – to identify key issues, suggest change or practical solutions and take these to policymakers.

Communities are at the heart of this approach from beginning to end.



Hearing women's views on maternity care – Omotunde Coker

Omotunde worked with women from Oxford's diverse and multi-ethnic communities to create a film about maternity care.

More than 20 women shared their experiences and stories in a powerful film which captured the barriers women face when using local maternity services, including language and a lack of culturally specific support groups for mothers.

The film was presented by Omotunde and the women involved at a screening event attended by representatives from Oxfordshire maternity services.

The film has since been shared widely across Oxfordshire, Berkshire and Buckinghamshire, and was also presented at a regional conference showcasing community research.

Maternity professionals have praised the insight it offers.



"Brilliant, brilliant presentation. This video should be sent to all the maternity units in England"

A delegate at the Health Education England South East Community Participatory Action Research Showcase Event



What difference did this make?

After the screening, Oxford University Hospitals NHS Foundation Trust (OUH) pledged to make improvements to maternity services to ensure all women receive the best possible care.

Dr Brenda Kelly, Consultant Obstetrician at the hospital trust, said: "We are looking forward to continuing our conversations with women and their partners about how our services can better support the needs of black and minority ethnic women across the county during pregnancy, childbirth and after care."

The film also led to Oxfordshire Maternity Voices Partnership (OMVP) producing translated information leaflets. Omotunde now attends OMVP meetings as well as Oxfordshire Maternal Health Inclusion Group meetings, where she continues to raise some of the issues highlighted in the film.



"These women have spoken, and this is not the end. We will continue to work with these organisations to help continue to give voice to the voiceless"

Omotunde Coker



Watch the film at www.healthwatchoxfordshire.co.uk/our-work/our-videos

Hearing from the Sudanese community – Nagla Ahmed

Nagla worked with members of Oxfordshire’s Sudanese community to hear their views on living a healthy life. Her report sets out recommendations for changes that could help support the community achieve better health, including women-only exercise sessions and more culturally appropriate leisure and healthy lifestyle services and support.

Her report has been shared with Oxford City Council, local leisure centres and other organisations working to promote health and fitness, and we will continue to support her to achieve some of the changes she has suggested.



Omotunde and Nagla’s projects formed part of The Community Participatory Action Research (CPAR) programme. This was funded by Health Education England South-East and developed in collaboration with the Office for Health Improvement and Disparities, the Scottish Community Development Centre and NHS England and Improvement.

Hearing from Albanian-speaking communities – Rolanda Vullnetari

Rolanda reached out to members of the Albanian community in Oxfordshire to ask about their experiences using NHS and social care services. This was part of a project for the Care Quality Commission to hear the voices of seldom heard communities, particularly about any barriers faced in raising concerns about those services.

We are now working with local authorities and agencies on how to address some of the issues raised in Rolanda’s report, which included access to interpreting services as well as challenges around housing, jobs and the cost of living.



Rolanda explains what she gained as a community researcher:

Why was this research important to you? I feel that the voice of the Albanian community, due to many factors, is not very well represented or heard in relation to NHS services or in relation to broader issues.

What did you learn from your research? I learned that the Albanian community despite many challenges, is very grateful for the NHS services they receive. Surely, there are issues with the services, but when these services were compared to what they would get in Albania, they would definitely choose the NHS. Even when they experience problems in the quality or access to the NHS service, they don’t feel they have the right to complain because they are immigrants, and they feel that they are getting more than they deserve.



“Community research provides a window into the inside workings of a community”



What did you gain from your role as a community researcher? I gained new insights into my own community. The interviewees shared things that I would not have heard if it wasn’t for this research setting.

Three ways we have made a difference

We work to ensure people's views on health and social care services are heard by those who provide them. We also seek to improve access to those services. Here are three examples of how our work has helped make a difference to local communities.

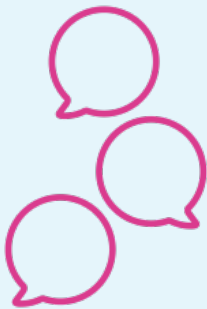


Improving patient experience over time

It can take time for improvements to happen...

An example of this is the recent introduction of new parking arrangements at the John Radcliffe and Churchill hospitals in Oxford. These new measures follow work we carried out four years ago, when 300 people shared their views on hospital parking with us.

We made a series of recommendations to Oxford University Hospitals NHS Foundation Trust – some of which have now been adopted, including dedicated Blue Badge holder parking areas and payment on leaving the sites, helping to improve people's experiences of visiting and parking at the hospitals.

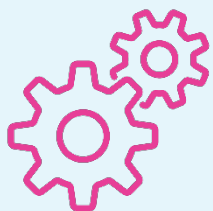


Getting services to involve the public

We believe it is important that service providers involve local people in improving care and we push hard for this to happen.

As an example of this, following our recommendation, people who receive care in the community will now be involved in the way these services are developed.

Oxford Health and partners are reviewing the principles for how community services for older people in the county will be provided in the future. As part of our response to its initial plans we suggested that people who use these services are involved in how they are designed and developed. Oxford Health agreed to this – we now need to make sure it happens!



Working together to improve access to services

To help support the COVID vaccination programme we worked with our community contacts to promote opportunities for people to get vaccinated. For example:

- We publicised vaccination walk-in clinics and as a result leaflets were distributed to more than 2,000 homes by local groups.
- We worked with Oxford Health NHS Foundation Trust and Oxford Community Action to arrange a vaccination walk-in clinic at a football tournament attended by players of many nationalities.
- We helped Oxfordshire Clinical Commissioning Group to promote the COVID vaccine to members of the boaters community.

Some of our other work throughout the year

A snapshot of the range of work we've carried out from April 2021 to March 2022.

Spring



We heard from **Arabic and Kurdish speaking** women in Oxford about their experiences of lockdown and accessing health care.



We worked with partners to run a **men's health webinar** looking at how to remove barriers to men accessing services and local support.

Summer



More than **600** people told us their views and experiences of the local **COVID-19** vaccination programme.



We raised awareness of new plans for collecting **GP patient data** and how patients could opt out of this if they wished.

Autumn

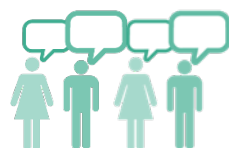


We made **4 visits** to **Chipping Norton** to ask people living in the area about accessing health and social care services.

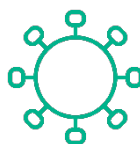


We carried out **3 Enter and View** visits to health services in Chipping Norton as part of our focus on the town.

Winter



More than **500** people gave us their views as part of a project to better understand the levels of **isolation felt in rural communities**.



We asked people to share their experiences of **visiting loved ones in a care home** since the COVID-19 visiting guidelines changed.

In other work...

Feedback Centre

We run a Feedback Centre on our website where people can leave a short, anonymous review of their experiences of using local health services. This year 415 people left a review.

We now send all reviews to service providers so this is a great way to ensure your feedback is heard by those delivering your care. We also follow up with providers on reviews of concern.

You can leave a review and read other people's feedback at www.healthwatchoxfordshire.co.uk/services



Enter and View

We resumed a regular programme of Enter and View visits to health and social care services.

The purpose of these visits is to collect evidence of what works well and what could be improved to make people's experiences better.

Our reports on the six Enter and View visits we carried out this year can be read at www.healthwatchoxfordshire.co.uk/our-work/enter-and-view-reports



In addition:

- ✓ We introduced regular webinars for Patient Participation Groups as part of our support for them. We held six webinars attended by around 200 people covering a range of subjects from social prescribing to primary care networks.
- ✓ We increased our reach and engagement via Facebook, Twitter, Instagram and LinkedIn, helping us to hear from more people and promote our work to a wider audience.
- ✓ We started producing Easy Read summaries of our research reports, to present our work in an easy-to-understand format that is accessible to all. We also added Easy Read information to our website and created Easy Read versions of posters.
- ✓ We have continued to add translated materials and information to our website, and have produced surveys, report summaries and social media posts in other languages.

Advice and information

We can provide you with information and advice about local health and social care services to help you understand your options and get the help you need.

Whether it's finding an NHS dentist, registering with a GP or how to make a complaint, we are here to help.

This year we helped 369 people by:

- Providing up-to-date information on COVID-19.
- Linking people to reliable information they could trust.
- Helping people to access the services they need.



Helping to get registered with a doctor and dentist

An elderly couple who were moving to near Bicester contacted us to say they were unable to find a GP and dentist willing to accept them as new patients.

We searched online for possibilities and called the nearest GP practice and others nearby, but none were taking on new patients, so we contacted Oxfordshire Clinical Commissioning Group (OCCG) patient services. They looked into this and contacted the nearest GP practice who agreed to register the couple.

We were also able to tell the couple about a dentist who was accepting NHS patients, so they were able to register with a dentist too.

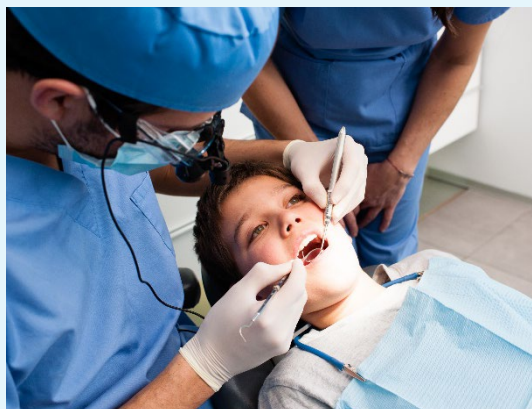


"You provide a wonderful service... We're all fixed up now with the doctor and a dentist. We are very grateful for your help and expertise"

Accessing urgent dental care

A young child from a military family needed urgent dental treatment and had been waiting over a year in pain as the family tried to find an NHS dentist to treat them. During this time the child had seen doctors for antibiotics and was regularly taking paracetamol.

The family emailed us and asked for help. We rang the Oxfordshire Community Dental Service who offered an appointment for the child the next day.



Getting advocacy support

A desperate parent called us as their disabled child was being assessed for continuing healthcare and the parent felt the process was not being followed properly. The parent wanted an advocate to support them during the process.

We found a voluntary sector group who could support families that needed help when dealing with professionals, and we put the parent in touch with the advocacy group.



Volunteers

We are supported by a team of amazing volunteers who give up their time to help us with a range of research, outreach and admin tasks.

This year our volunteers:

- Reviewed content on our website to ensure it was up-to-date and correct.
- Researched and collected information about local organisations to help ensure we reach communities across the county.
- Helped with a follow-up survey of Oxfordshire's 67 GP practice websites to see if the improvements we suggested following our first survey had been implemented to make the sites easy to use for patients.

This year we have worked closely with three inspiring volunteer community researchers who have helped reach out to communities that we haven't heard from before.

We are also very grateful to our five volunteer Trustees who share their experience and expertise to help steer our work.

We also have three volunteer Ambassadors who represent us at Oxfordshire's Health Improvement Board and Oxfordshire Children's Trust Board meetings. They play a vital role making sure the voices of people who use health and social care services are heard by decision makers.

Thank you to all our volunteers.

Healthwatch Oxfordshire Board

Chair Sylvia Buckingham (centre) and from top left clockwise Trustees Don O'Neal, Martin Tarran-Jones, Claire Gray and Alyssa Chase



Meet our Children's Trust Board Ambassadors

Dan Knowles and Lisa Hughes are our two Healthwatch Ambassadors on Oxfordshire's Children's Trust Board. This board brings together public, private and voluntary sectors to improve outcomes for all children and young people who live in the county. As Ambassadors, Dan and Lisa bring lived experience to this role and ensure the views of parents are heard by the influential decision makers who sit on the board.

To help them do this, they held two online meetings of the Oxfordshire Wellbeing Network (OWN) this year to canvass the views of parents and organisations supporting parents. Their first event in October explored some of the challenges facing parent support groups, and the second event focused on Oxfordshire County Council's new plans for supporting children and young people with special educational needs and disabilities (SEND).



Dan

I have enjoyed being a Healthwatch Ambassador, working alongside my colleague Lisa who is always supportive and expert.

A particular highlight in the last 12 months has been expanding the input from the Oxfordshire Wellbeing Network in order to gather the views of more parents and carers in order to represent these at the Children's Trust Board.



Lisa

It's been really helpful working alongside Dan as a Healthwatch Oxfordshire Ambassador to the Children's Trust Board.

As well as meeting with many inspirational and hard working people through OWN, we've also had a particular focus on understanding more about the data and performance of children's mental health services in Oxfordshire, which we know are a priority to so many families.



We are always on the lookout for new volunteers, so if you would like to find out more please get in touch.



01865 520520



hello@healthwatchoxfordshire.co.uk

Finance and future priorities

To help us carry out our work we receive funding from our local authority under the Health and Social Care Act 2012.

In addition to the Healthwatch Oxfordshire grant in aid agreement, we have received additional income to deliver a small number of projects in line with our charitable objectives.

| Income | | Expenditure | |
|--|-----------------|----------------------------|-----------------|
| Funding received from Oxfordshire County Council | £252,866 | Staff costs | £246,757 |
| Other income | £55,204 | Operational costs | £57,016 |
| Legacy funds brought forward | £25,833 | Support and administration | £29,737 |
| Total income | £333,903 | Surplus carried forward | £393 |
| | | Total expenditure | £333,903 |

Please note these figures may be subject to minor amendments and will go to an Independent Examination.

Top priorities for 2022–23

- Listen to seldom heard communities.
- Ensure that the voice of patients and the public are heard by service providers and commissioners.
- Continue to influence the design, delivery and review of health and social care services.
- Play a leading role in making system engagement effective.

Next steps

- ✓ We will continue to make sure your voice is heard by decision makers and service providers.
- ✓ We will continue to work alongside communities and with decision makers to reduce barriers faced by some communities in accessing health and care services.

Talk to us!

We would love to hear from you if you have feedback to share or a question to ask.

Call us on 01865 520520 or email us at hello@healthwatchoxfordshire.co.uk



Statutory statements

About us

Healthwatch Oxfordshire, The Old Dairy, High Cogges Farm, High Cogges, Witney, Oxfordshire, OX29 6UN. Registered in England and Wales as a Company Limited by Guarantee number 8758793, and Registered as a Charity number 1172554.

Healthwatch Oxfordshire uses the Healthwatch Trademark when undertaking our statutory activities as covered by the licence agreement.



The way we work

Our Healthwatch board consists of five Trustees who work on a voluntary basis to provide direction, oversight and scrutiny to our activities. Our board ensures that decisions about priority areas of work reflect the concerns and interests of our diverse local community. Through 2021-22 the board met four times and were supported by a Governance and Finance Group, chaired by our Treasurer. The board made decisions on matters such as providing a formal response to the Oxfordshire Community Services Strategy review and agreeing to increase the voice of seldom heard communities as an operational priority.

We ensure wider public involvement in deciding our work priorities in many ways - we make sure that we constantly keep an eye on conversations, comments, enquiries and website feedback on services, so that we can pick up on new and pressing issues that residents are bringing to us. We identify any major changes that are planned in the health and social care system, and these are considered at the start and throughout the year, to steer our work priorities.

Methods and systems used across the year's work to obtain people's views and experiences

We use a wide range of approaches to ensure that as many people as possible have the opportunity to provide us with insight about their experience of health and social care services. During 2021-22 we have heard from people by phone, by email and via our online Feedback Centre. We have organised webinars, online Round Table events, and attended virtual meetings of community groups and forums. We have also engaged with the public through social media.

Where possible, COVID restrictions allowing, we did attend some community groups and meetings in person. We also carried out some outreach work and made several visits to Chipping Norton as part of a focused project. We also resumed our regular programme of Enter and View visits, with reports outlining our recommendations from each visit published on our website.

We continued to support Patient Participation Groups and the Oxfordshire Wellbeing Network, which also helped us to keep abreast of the broad issues facing different groups and communities, and to identify areas of concern.

We are committed to hearing from all communities across Oxfordshire, and to taking additional steps to ensure we obtain the views of people from diverse backgrounds who are often not heard by health and social care decision makers. This year we have worked closely with three volunteer community researchers as a new and innovative way to explore some of the public health issues affecting seldom heard communities in Oxfordshire.

We ensure that this annual report is made available to as many members of the public and partner organisations as possible. We publish it on our website at www.healthwatchoxfordshire.co.uk alongside an Easy Read version and a text-only summary which can be translated into other languages via our online translation tool.

Responses to recommendations and requests

We had no providers who did not respond to requests for information or recommendations. There were no issues or recommendations escalated by our Healthwatch to Healthwatch England Committee and so no resulting special reviews or investigations.

Health and Wellbeing Board

Healthwatch Oxfordshire is represented on the Oxfordshire Health and Wellbeing Board by Sylvia Buckingham, the Chair of Healthwatch Oxfordshire. She effectively carried out this role by attending and taking an active part in these meetings, scrutinising reports presented to the board and asking for clarity where needed. She also presented our reports to the board and answered questions about our work.

2021-2022 Outcomes

| Report | Impact and outcomes |
|---|--|
| Enter and View | |
| Outpatients Unit – Chipping Norton War Memorial Community Hospital November 2021 | <p>Service provider response to recommendations:</p> <ul style="list-style-type: none"> ▪ A PALS poster is on display in our patient waiting area (as noted in your report). We will add to the poster a sign ‘For more information, please ask at Reception’. ▪ An iWantGreatCare (iWGC) poster is on display in our patient waiting area. We will add to the poster a sign ‘For more information, please ask at Reception’. ▪ A copy of the Trust’s ‘Interpreting and Translation Services’ information leaflet can be obtained from Reception; leaflet information is now on display in the patient waiting area to highlight this service. Interpretation services can be arranged for patients attending Oxford Health services. |
| Research Reports | |
| People’s experiences of home blood pressure monitoring in Oxfordshire and Buckinghamshire February 2022 | <p>Buckinghamshire and Oxfordshire Clinical Commissioning Groups would like to thank Healthwatch for this very helpful report... The report provides a valuable insight to the patient experience of home monitoring for blood pressure, which will be highly valuable to this work and other home monitoring initiatives.</p> <p>The Healthwatch feedback and recommendations will be extremely valuable to share with GP practices as they develop more comprehensive programs to support home blood pressure monitoring. We welcome the recommendations... The recommendations will inform our work as we move forward.</p> |
| Black women’s experiences of maternity services – film produced to report on community research project led by Omotunde Coker March 2022 | <p>Maternity Voices Partnership translated their leaflet immediately after the film showing – ‘into one language but it’s a start’. (MVP representative).</p> |

| Report | Impact and outcomes |
|--|--|
| <p>Patients' experiences of contacting GP surgeries in Oxfordshire March 2022</p> | <p>In order to improve access to patients Oxfordshire Clinical Commissioning Group is:</p> <ul style="list-style-type: none"> ▪ Currently reviewing its online consultation platform eConsult to ensure it meets the needs of both the patient and the practice. ▪ Investing in an advanced telephony solution to make the telephone system more consistent and efficient. |
| <p>Using interpreters to access health and social care support in Oxfordshire March 2022</p> | <p>We held a Round Table event to discuss the findings of our report, which was attended by key organisations in the county. The following action points were agreed:</p> <ul style="list-style-type: none"> ▪ Explore the production of a joint advertising / information campaign to raise awareness of rights to an interpreter. ▪ Promote use of interpreters within all staff teams. ▪ Oxford University Hospitals NHS Foundation Trust (OUH) offered other organisations to be part of the maternity pilot they are carrying out. ▪ Remind GPs that interpreting service is free. <p>Oxford Health also included this reference to our report in their Quality Account Statement 2021-22: 'We have taken steps to improve the accessibility of information on the Trust's website and to better promote ReachDeck software. This is software we use on our website so a person can translate any of the material into their chosen language or increase the size of text or have the information read aloud.'</p> <p>We followed up an enquiry about provision of interpreters at community pharmacies with NHS England via Oxfordshire Clinical Commissioning Group (OCCG). Response includes:</p> <ul style="list-style-type: none"> ▪ New ability for pharmacists to access Language Line (NHS OCCG commissioned interpreter service) via a code under OCCG. ▪ In future to bring to attention to the Buckinghamshire, Oxfordshire and Berkshire West Integrated Care Board (BOB ICB) and commissioning process for interpreter services across the BOB ICS area. |
| <p>Food and healthy lifestyles: What we heard from the Sudanese community in Oxfordshire Report by community researcher Nagla Ahmed March 2022</p> | <p>Dialogue has started with Oxford Health NHS Foundation Trust Community Diabetic Service to discuss cultural appropriate services and links with diverse communities. This has included an invitation to attend Type 2 Diabetes awareness courses as observers and give feedback to Oxford Health.</p> |

| Report | Impact and outcomes |
|--|--|
| <p>Using pharmacies in Oxfordshire, May 2021 and the Oxfordshire Pharmaceutical Needs Assessment 2022 Consultation</p> <p>November 2021 – January 2022</p> | <p>Oxfordshire County Council’s consultation on Pharmaceutical Needs Assessment, open from November to January 2022, quoted Healthwatch Oxfordshire’s report ‘Using Pharmacies in Oxfordshire’ and provided a link on the consultation page to the report, citing it as an important document.</p> |
| <p>Follow up secret shopper exercise on access to making an adult safeguarding report by the public ‘I Just Want To Talk to Someone’.</p> <p>June 2021</p> | <p>The report was presented to the Oxfordshire Safeguarding Adults Board (OSAB) in June.</p> <p>Recommendation 2 was acted upon at the meeting.</p> <ul style="list-style-type: none"> ▪ A freephone telephone number is now provided on both the Oxfordshire County Council and the Oxfordshire Safeguarding Adults Board websites for people who may not have access to digital means. |
| <p>What people have told us about getting treatment for earwax and hearing problems</p> <p>September 2021</p> | <p>This report influenced Oxfordshire Clinical Commissioning Group’s new, free treatment service for over-55s who have age-related hearing loss.</p> |
| <p>GP websites check-up</p> <p>April 2021 and December 2021</p> | <p>Outcome – improved access to information on GP websites</p> <p>April 2021</p> <p>Oxfordshire Clinical Commissioning Group included the report in their mailing to all GPs and reminded them of people’s right to register.</p> <p>December 2021</p> <p>Many GP websites are now using the GMS1 as the main registration form for patients to register. 64 of the 67 websites provide information about how to make a complaint. This was easy to find on most websites.</p> |
| <p>The Long and Winding Road – an update on parking at OUH and outcomes of our 2017 report</p> <p>August 2022</p> | <p>In August 2022 Oxford University Hospitals NHS Foundation Trust (OUH) announced changes and improvements to the parking at two of the sites that reflected recommendations in our 2017 report. These are:</p> <ul style="list-style-type: none"> ▪ Creating a dedicated car park with Blue Badge spaces at the Churchill. ▪ Making separate access to the disabled car parking spaces at the John Radcliffe. ▪ New card payment machines at the Horton General Hospital. ▪ Installation of ANPR – people can now pay when they leave rather than worry about overstaying. |

| Report | Impact and outcomes |
|---|---|
| <p>Oxfordshire Health Improvement Board June 2021</p> | <p>Statements made at the meeting about the relevance of Healthwatch reports.</p> <p>“Healthwatch reports are used in the day-to-day work of Oxfordshire County Council. These are always a good source of information on how to reach communities. An example was the work that was done to increase awareness among men in BAME communities regarding NHS health checks. The information is combined with other sources of data to form a full picture.” (Ansaf Azhar, Oxfordshire Director Public Health).</p> <p>The reports are circulated within the public health team and findings inform the council’s programmes and interventions.</p> |
| <p>Oxfordshire Quality Committee December 2021</p> | <p>Healthwatch Oxfordshire’s report and discussions at the committee resulted in a telephone number being available for patients to contact Oxfordshire Clinical Commissioning Group when looking for advice on registering with a GP.</p> |
| <p>‘Thank you for asking’ – Boaters’ experience of health services in Oxfordshire February 2020</p> | <p>This report continues to be referenced by the health system throughout 2021-22. In May 2021 Healthwatch Oxfordshire linked representatives of the boater community with the Oxfordshire (COVID) Vaccine Hesitancy Planning Group.</p> |
| <p>Oxford’s new and emerging communities’ views on wellbeing and film ‘Community Wellbeing a problem shared’ January 2021</p> | <p>This report and video produced with Oxford Community Action (OCA) continues to influence and impact on the development of services, often with Healthwatch Oxfordshire acting as a broker between communities and the system.</p> <p>For example, a Mental Health First Aid course was established as a result of initial findings of the Community Wellbeing report. Another course was run in June 2021 for another nine female Community Champions/Volunteers.</p> <p>In March 2022 Oxford Community Action are to make videos with Restore (provider of Mental Health First Aid Training) about community mental health training.</p> |

Appendix 1

Reports published April 2021–March 2022

Research reports

- GP website check-up – April 2021
- What is it like living in and around Didcot in 2020? – April 2021
- Access to Oxfordshire dental services during COVID-19 restrictions – April 2021
- Voices from the loved ones of care home residents during the COVID-19 pandemic – May 2021
- Using pharmacies in Oxfordshire in 2020 – May 2021
- I just want to talk to someone: a secret shopper exercise for Oxfordshire Safeguarding Adults Board – June 2021
- What people are telling us about the COVID-19 vaccination in Oxfordshire – July 2021
- What people have told us about getting treatment for earwax and hearing problems – September 2021
- GP websites revisited – December 2021
- Hearing from Albanian and Arabic speaking communities – February 2022
- People's experiences of home blood pressure monitoring in Oxfordshire and Buckinghamshire – February 2022
- Patients' experiences of contacting GP surgeries in Oxfordshire – March 2022
- Women's views on maternity care (short film produced to report on this work) – March 2022
- Using interpreters to access health and social care support – March 2022
- Food and healthy lifestyles: what we heard from the Sudanese community in Oxfordshire – March 2022
- Living in Chipping Norton – March 2022
- Rural isolation in Oxfordshire – March 2022

Annual report

- Healthwatch Oxfordshire Annual Impact Report 2020-2021

Enter and View reports

- Outpatients Unit Chipping Norton War Memorial Community Hospital – March 2022

Reports to external bodies

- Oxfordshire Health and Wellbeing Board – June, October and December 2021 and March 2022
- Oxfordshire Health Improvement Board – May, September and November 2021 and February 2022
- Oxfordshire Joint Health Overview and Scrutiny Committee – April, June, September and November 2021 and March 2022
- Oxfordshire Quality Committee – August 2021 and January 2022

You can read all our reports at www.healthwatchoxfordshire.co.uk/reports
For a paper copy call 01865 520520 or email hello@healthwatchoxfordshire.co.uk

Appendix 2

Reaching out

Although it was still hard to get out and about for much of the year, due to COVID restrictions, we did manage to attend some community groups or events in person. We also worked hard to keep in contact with groups and reach out to new ones via social media or online events and meetings.

Here are some of the groups and organisations we have met with, provided information or support to, heard from or worked with over the last year.

- A2 Dominion
- Achieve Oxfordshire
- Active Oxfordshire
- African Families in the UK (AFIUK)
- African Mothers' Ubuntu
- Afrikan Caribbean Kultral Heritage Initiative (ACKHI)
- Afrikan Heritage
- ArkT
- Asian Women's Group Rose Hill
- Asylum Welcome
- Banbury Lighthouse
- Banbury Mosque
- Barton Community Association
- Blackbird Leys Family Day
- Chipping Norton Connect Cafe
- Chipping Norton Library
- Chippy Larder
- Diversity Football League
- Douglas House
- East Timorese Community Association
- Iraqi Women Art and War
- Nigerian Community Oxford
- Oxford Academic Health Science Network
- Oxford Against Cutting/BAED Worlds Group
- Oxford Community Action
- Oxford Open Door
- Oxford Myeloma Support Group
- Oxford Sudanese Community
- Oxfordshire All In
- Oxfordshire Association of Care Providers
- Oxfordshire Chinese Community and Advice Centre
- Oxfordshire Citizens Advice Bureau
- Oxfordshire Maternity Voices Partnership
- Oxfordshire MIND
- Oxfordshire Palliative Care Network
- Oxfordshire Youth
- Pamoja
- Refugee Resource
- Rose Hill Community Larder
- SOFEA
- Syrcox
- Syrian Sisters

We also heard from and worked with members of the Albanian and Sudanese communities and Arabic and Kurdish speaking women in Oxfordshire, via our community researchers. We also linked into Health and Wellbeing Partnership meetings across Oxford.

We have attended several Patient Participation Group meetings – including Banbury Cross Health Centre PPG, Botley Medical Centre PPG, Charlbury Medical Centre PPG, Clifton Hampden PPG, Manor Surgery PPG, Newbury Street Practice PPG, The Health Centre Bicester PPG, and Wychwood Surgery PPG.

Thanks to all those we have worked with during the year.

Appendix 3

Connections in the county

Over the year members of the team have attended a range of meetings with organisations and statutory bodies, including:

Oxfordshire Clinical Commissioning Group

- Primary Care Clinical Commissioning Committee
- Quality Committee
- Social Prescribing Strategy Group
- COVID-19 Vaccine Hesitancy Group
- Dr David Chapman, Chair; James Kent, Accountable Officer, and Diane Hedges, Chief Operating Officer and Deputy Chief Executive

Oxfordshire County Council

- Cllr Liz Leffman, Leader of the Council
- Cllr Liz Brighthouse, Deputy Leader of the Council and Cabinet Member for Children, Education and Young People's Services
- Cllr Jenny Hannaby, Cabinet Member for Adult Care
- Cllr Mark Lygo, Cabinet Member for Public Health and Equality
- Cllr Ian Snowdon, Chair of the Place Overview and Scrutiny Committee

Oxfordshire Joint Health Overview and Scrutiny Committee

Care Quality Commission (CQC) area managers

Citizens Advice Bureau Banbury

Commitment to Carers NHS England

Community First Oxfordshire

Primary Care Networks

- HenleySonNet Primary Care Network
- NOxNET Primary Care Network
- Primary Care Network Support Managers at Bicester, Eynsham and Rural West

Oxfordshire Joint Strategic Needs Analysis Group

Oxford Health NHS Foundation Trust

- Equality Diversity Inclusion Steering Group
- Community Services Review Strategy – Beds Group
- David Walker, Chair, and Dr Nick Broughton, Chief Executive

Oxford University Hospitals NHS Foundation Trust

- Professor Sir Jonathan Montgomery, Chair; Dr Bruno Holthof, Chief Executive, and Sam Foster, Chief Nursing Officer
- Council of Governors
- Patient Engagement Community Service

Appendix 3

Connections in the county - continued

Oxfordshire Community and Voluntary Action

Oxfordshire Health and Wellbeing Board – full Board member

Oxfordshire Health Improvement Board – Healthwatch Ambassadors

Oxfordshire Children’s Trust Board – Healthwatch Ambassadors

Oxfordshire Maternity Voices Partnership

Oxfordshire Men’s Health Partnership

Oxfordshire Mental Health Concordat

Oxfordshire Safeguarding Adults Board Full Board and Engagement Group

Oxfordshire Stronger Communities Alliance (OSCA)

Oxfordshire Vaccination Group

POhWER Advocacy Group

Quality Leads Patient Experience

Healthwatch Buckinghamshire, Healthwatch Berkshire West, Healthwatch Reading, Healthwatch Wokingham

Healthwatch England

Thames Valley Cancer Alliance

Buckinghamshire, Oxfordshire and Berkshire West Integrated Care System (BOB ICS)

- Population Health Management Development Programme
- Primary Care Committees in Common
- System Quality Group Board

Buckinghamshire, Oxfordshire and Berkshire West Voluntary Community Social Enterprise Alliance

Acted as independent chair for the following public meetings:

- Oxfordshire County Council special educational needs and disabilities (SEND) consultation meeting
- Oxford Health NHS Foundation Trust Community Services engagement events

An Easy Read version and a summary of this report, together with some short films to highlight our work in 2021-22 are available on our website www.healthwatchoxfordshire.co.uk

Please get in touch if you would like this report in another format by calling 01865 520520 or emailing hello@healthwatchoxfordshire.co.uk

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Contact us for information, support and your views on NHS health and care services:

Qeynta in xog lagaa cawiyo

Kwa habari, msaada na sauti yako juu ya afya na utunzaji

karik hakarak informasaun ka suporta ka hakarak hato'o hanoin

ruma kona ba ajuda saude nian

هبلث ووتش للحصول على المعلومات والدعم وحاجتك للصحة والرعاية