

Healthwatch Oxfordshire report to Health Improvement Board (HIB). November 16th 2023 Presented by Healthwatch Ambassador for the HIB **Robert Majilton**

Purpose / Recommendation

- For questions and responses to be taken in relation to Healthwatch Oxfordshire insights.

Background

Healthwatch Oxfordshire continues to listen to the views and experiences of people in Oxfordshire about health and social care. We use a variety of methods to hear from people including surveys, outreach, community research, and work with groups including Patient Participation Groups (PPGs), voluntary and community groups and those who are seldom heard. We build on our social media presence and other communication channels to raise the awareness of Healthwatch Oxfordshire and to support signposting and encourage feedback. We ensure our communications, reports and website are accessible with provision of Easy Read and translated options.

Key Issues

Since the last meeting in September, we have published the following **research and reports** (and Easy Read summaries):

Enter and View reports and visits continue. Once complete, all reports and provider responses are available here: <https://healthwatchoxfordshire.co.uk/our-work/enter-and-view-reports/> including:

- Day Case Unit Horton Hospital (Sept 2023)

What people have told us about Foot Care in Oxfordshire (Sept 2023)

highlighted impact on independence and active life for those with limited access to footcare:

- NHS treatment thresholds have become higher and can be confusing for some patients.
- Referral pathways between NHS and private clinics could be clearer, in particular for high-risk patients.
- Appointments are difficult to get and the time between appointments is irregular, increasing and often too long, impacting on mobility and independence.

- ***How people experience joined up care*** in Oxfordshire (Oct 2023) with patient stories and insights into what this means for patients
- ***Health and Wellbeing Board Strategy Engagement Report (Sept 2023)*** based on what we heard from over 1,114 people in the county
- ***Community Research in Oxfordshire – an overview (Nov 2023)*** based on interviews and to feed views of community members into the emerging community research network in the county, and a clearer understanding of the pressures on communities around engagement and insight gathering.

All recent reports are on our website:

<https://healthwatchoxfordshire.co.uk/reports>

Other work:

- We convened a **webinar session** online on 9th November for member of the public to give their views on the draft new health and wellbeing strategy, and meet members of the Health and Wellbeing Board
<https://healthwatchoxfordshire.co.uk/news/draft-health-and-wellbeing-strategy-for-oxfordshire-get-involved-and-have-your-say/>
- Other patient webinars included with Connect Health (Oct 27th) and on November 24th with Reducing the Risk. Recordings available on website.
<https://healthwatchoxfordshire.co.uk/news-and-events/patient-webinars/>
- Our regular Healthwatch Oxfordshire **hospital stands** continue with recent visits to Horton and John Radcliffe to hear directly from members of the public.

Current and recent surveys:

- We continue to host and support two community researchers from Oxford Community Action through Health Education England **Community Participatory Action Research Programme** (Phase 2). They are exploring impact of cost of living and health inequalities through looking at insight from their emergency food provision support with training and mentoring as part of the programme. They have extended their research to work with OX4 Food Crew members from Oxford Mutual Aid and Waste2Taste to hear from people using these services.
- We are seeking views on our priorities for our work in 2024-5
<https://healthwatchoxfordshire.co.uk/news/have-your-say-what-do-you-think-our-priorities-should-be-2/>

Key issues we are hearing:

We continue to hear from the public via our feedback centre, phone calls, and to reach people via our regular news and active social media channels:

- In October we heard from residents of Didcot about barriers to Covid vaccines for those who may not be able to travel to Wantage. We have

raised this at Health and Wellbeing Board and with the integrated Care Board.

- Some people told us they are facing long waits for medication and prescriptions in pharmacies.
- GP access continues to be a concern of members of the public, and some issues raised with reconfiguration of Botley and Kennington surgeries.
- We continue to raise what we hear about interpreting support and challenges for patients. We met with members of the D/deaf community in September and highlighted their concerns about lack of interpreting support to Oxfordshire University Hospitals NHS Foundation Trust who are now working to further focus on this. As the Integrated Care Board moves into recommissioning interpreting services, we have fed our past reports and recommendations on this issue to them to consider.

Outreach:

- We continue being out and about in the county e.g. we attended outreach in Carterton with the Men's Health Partnership building on the report we did 'Men in Carterton' in 2023, as well as other events including Oxford Older People's day, and Black History Month at Rose Hill.
- We are reaching out in Banbury and with parents and carers who have experience of a child with autism to focus on oral health in under 10's via Core 20 Plus 5 funding <https://healthwatchoxfordshire.co.uk/news/could-you-be-an-oral-health-community-connector/>

Key Dates

- We are holding our **open forum** with our Board of Trustees on Tuesday 21st November from 4.30-5.30pm online. <https://healthwatchoxfordshire.co.uk/news/come-to-our-online-open-forum-on-tuesday-21st-november-and-have-your-say-on-local-health-services/>
- We are convening a webinar for the public to meet representatives of Buckinghamshire, Oxfordshire and Berkshire West Integrated Care Board to hear about the Primary Care Strategy on December 1st (for details see website)