

## **Healthwatch Oxfordshire Report to Health and Wellbeing Board – 13 March 2025**

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## Healthwatch Oxfordshire Board

Notes from the public open forum meeting with Healthwatch Oxfordshire Board on 19th February can be seen here:

<https://healthwatchoxfordshire.co.uk/about-us/board-papers-and-minutes/>

## Healthwatch Oxfordshire reports to external bodies

Since the last Health and Wellbeing Board meeting on 5th December 2024 we attended:

- Health Improvement Board (lay ambassador Jan 2025)
- Oxfordshire Joint Health Overview Scrutiny Board (HOSC Jan and March 2025)
- Oxfordshire Safeguarding Adults Board
- Oxfordshire Children's Trust Board

Any reports to external bodies we attend can be found online at: <https://healthwatchoxfordshire.co.uk/our-reports/reports-to-other-bodies/>. We attend Oxfordshire Place Based Partnership (Buckinghamshire, Oxfordshire and Berkshire West Integrated Care Board – BOB ICB) among other BOB ICB committees, including the Quality Committee and Health Overview Scrutiny and Quality Committees. We work closely with Healthwatch Bucks, Healthwatch Reading, Healthwatch Wokingham and Healthwatch West Berks to bring insight into BOB ICB.

## Healthwatch Oxfordshire research and insight reports

Our research reports focus on making sure the voice of people who use services is directly linked to recommendation of improvement or change where clear. All our reports and written responses to our recommendations from commissioners and providers can be seen here: <https://healthwatchoxfordshire.co.uk/reports> All reports are available in summary and Easy Read. For tracking of impact of our reports see here: <https://healthwatchoxfordshire.co.uk/impact/impact-of-our-research/>

Since the last meeting in December, we published the following reports:

**Community Insight Profile – Wood Farm and Town Furze** Oxford (Feb 2025). Part commissioned by Oxfordshire County Council Public Health as part of ongoing profiles of priority areas in Oxfordshire for health inequalities. We heard from 255 people living in the area, through on the street conversations and links to local organisations. Alongside this, we commissioned a community artist to bring in the voices of local children in the school, creating a mural and building on work by Oxford Preservation Trust. (See Meeting Agenda for presentation of this report as part of Community Insight Profiles).

By the end of March we will have also published reports on

- Men's Health – from our outreach with men in the county, and in Didcot
- Summary of what people have told us about GP surgeries

## Enter and View visits and reports:

Staff and lay representatives make Enter and View visits to healthcare settings to collect evidence of what works well and what could be improved to make people's experiences better. Based on the feedback of patients and members of staff, we highlight areas of good practice and suggest improvements. <https://healthwatchoxfordshire.co.uk/our-work/enter-and-view/> Since the last meeting we have published the following Enter and View reports:

- White Horse Medical Practice, Faringdon (Dec 2024)
- Boots Pharmacy, Oxford City Centre (Feb 2025)

We have also visited Hand and Plastic Surgery Injury Clinic (HAPI) at John Radcliffe, and Phoenix Mental Health Unit, Littlemore – reports to follow.

## Surveys:

We closed a survey on *Navigating Urgent and Emergency Care* and are supplementing this with outreach to urgent care centres. Report on this will be published in May.

## Other activity summary to date:

- Our **Q3 Oct-Dec (2024-5)** activity summary is now available (see below). For all quarters' activity and achievements for the 2024-5 year to date see here: <https://healthwatchoxfordshire.co.uk/impact/> with examples of how our work has had an impact.
- Our **goals and priorities** we have been working to for the year 2024-5 can be found here: <https://healthwatchoxfordshire.co.uk/about-us/our-priorities/> We will be publishing our plans for 2025-6 shortly, and thanks to the public who fed into this process.
- Recordings of our **public webinars** can be seen here <https://healthwatchoxfordshire.co.uk/news-and-events/patient-webinars/> Since January 2025, these have included '**GPs – it's all about Teamwork**' – thanks to the range of health professionals who spoke at this session, including GPs, social prescribers and physios – and a webinar on **NHS Change – the Ten Year Plan**, enabling members of the public to give input into the government proposals for technology in the NHS. This was supported by Director of Transformation and Digital from BOB ICB who was able to answer specific public questions. Comments have been fed back to the NHS Change consultation. Our next webinar is on **Tuesday 18th March 2025** 1- 2 pm and will be on '**Supporting mental health and wellbeing in our young people through their teenage years**'. (Zoom link on the web link above). All welcome.
- **We publish bi-weekly news bulletins** to bring up to date health and care information to the public (to read previous issues and to sign up to receive a copy see <https://healthwatchoxfordshire.co.uk/news-and-events/newsbriefing/> : ), as well as active social media platforms and sharing communications via local news and community networks.
- We published a response to stage 2 consultation on the Warneford redevelopment: <https://healthwatchoxfordshire.co.uk/news-and-events/correspondence/>

- We carry out ongoing outreach to community groups and other settings across the county, and gain insights into experiences and views on health and care along with via phone and our online feedback centre. See below for some of the places we have been. We have been working with Patient Participation Groups to connect and support and currently developing a short film, and other support materials.

October to December 2024

# Activity and achievements

## Outcomes and impact of our work

### Helping to improve people's experiences of leaving hospital

In November we published our report *People's experiences of leaving hospital in Oxfordshire*, which looked at the impact of a new approach from health and social care services towards supporting people to get home sooner and recover in their own home (known as Discharge to Assess). Based on what we heard from 293 members of the public and health and care professionals, we made a series of recommendations to improve the experience of patients and unpaid carers as well as system working. Providers and commissioners have since been working together to make improvements, based on our suggestions. This has included publishing a new leaflet about discharge from hospital, testing a process for following up with people who have recently left hospital, and delivering workshops and webinars to health and care professionals to improve joined-up working.



### Action on food insecurity in Oxford

More than 50 people joined an event in October to discuss practical, community-led actions to combat hunger and food insecurity in Oxford.

*Feeding Oxford: Ensuring Dignity and Access Amid Rising Costs* was organised with the OX4 Food Crew partnership. The event followed on from the report published earlier this year by community researchers Hassan Sabrie and Mujahid Hamidi, of Oxford Community Action, who we supported to explore the impact of increased costs of living on people in East Oxford and their experiences of receiving community food support services.



For more details of the impact of our work, including the latest updates on these two projects, see [www.healthwatchoxfordshire.co.uk/impact](http://www.healthwatchoxfordshire.co.uk/impact)

### We also:

- ✓ Heard from 639 people about using **women's health services** in Oxfordshire – we will report back on what we heard and recommendations for improvement in April 2025.
- ✓ Launched a survey asking what people wanted us to **focus our work** on during 2025–26.
- ✓ Held a webinar attended by 38 people exploring how health services could be more **inclusive and accessible for men**.
- ✓ Raised what we were hearing from members of the public at Oxfordshire's **Health and Wellbeing Board** and **Joint Health Overview and Scrutiny Committee** meetings.

Read all our reports at [www.healthwatchoxfordshire.co.uk/reports](http://www.healthwatchoxfordshire.co.uk/reports)

**October to December 2024**

# Activity and achievements

## Hearing from you

- **71** people contacted us for help or information about local health and social care services. The top three services we heard about were GP services, hospital care and district nursing services.
- We received **170** reviews of **73** health and care services via our Feedback Centre. We received **30** responses to reviews from service providers.



## Our Enter and View work

We made **3** Enter and View visits – to Ferendune Court Care Home in Faringdon, the Boots Pharmacy in Oxford city centre and the Hand and Plastic Injury Clinic (HAPI) at the John Radcliffe Hospital. We heard from **31** patients and **22** members of staff as a result of these visits.

We also published **3** reports following visits earlier in the year. All our Enter and View reports, which set out our recommendations, together with a response from the service provider about what changes they will make, can be read at [www.healthwatchoxfordshire.co.uk/reports](http://www.healthwatchoxfordshire.co.uk/reports)



## Out and about

We continued our programme of general and targeted outreach visits to speak to people about their experiences of using health and social care services. We attended community gatherings such as Oxford Asian Women's Voice and Happy Place Chinese Elders Group, as well as taking part in larger events, including Oxford Older People's Day. We attended community centres, ladders and libraries, and spent time talking to people in Banbury and Didcot town centres. In total we spoke to **472** people as a result of these visits.

We also visited Witney Community Hospital and the Warneford Hospital, in Oxford hearing from **106** members of the public about using hospital services. We report back what we hear to providers and commissioners so they know what is working well and what could be better.



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