

Healthwatch Oxfordshire (HWO) report to Health Improvement Board (HIB)
3rd July 2025

Presented by Healthwatch Oxfordshire ambassador, 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 output 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 February 2025:

- We published reports on:
 - **Listening to men in Oxfordshire** – what we heard from 167 men through proactive outreach across the county, including focused work in Didcot and Witney and at Banbury Mosque. Men told us about challenges including a lack of time, work and family pressure and the cost of living, as well as stigma and stereotypes about seeking help.
<https://healthwatchoxfordshire.co.uk/report/hearing-from-men/>
 - **What we heard about pharmacy** – a summary of what we heard over the last year about pharmacy from 100 members of the public. Feedback included appreciation for good support and care and clear communication, as well as challenges and concerns around staffing pressures, pharmacy closures and increasing demand. <https://healthwatchoxfordshire.co.uk/report/what-we-heard-about-pharmacy-april-2024-march-2025/>
 - **What you told us about GP services** – a summary of what we heard over the last year about GP practices from 354 people. In particular, we heard about the barriers that people experience in accessing care, including difficulty

making appointments, navigating online services and a lack of support for people with additional communication needs. We heard about the difference it makes when practice staff and systems support people to overcome these barriers. <https://healthwatchoxfordshire.co.uk/report/what-you-told-us-about-gps-april-2024-march-2025/>

- **Urgent and emergency care services** – we heard from 322 people about experiences of trying to find out where to get urgent or emergency care. Many people were able to navigate the urgent and emergency care system and were positive about the care they received, but some people found the system complex and confusing to navigate, which could result in poor experiences or delayed care.

➤ **Forthcoming report on:**

- **Women's health services** – what we heard about women's health services from 684 women and people who use women's health services. We heard about good experiences of care that was centred around people's needs and where they were listened to and provided with useful advice and treatment. We also heard about challenges around patients not feeling they were listened to or taken seriously, a lack of joined-up working between services, the impact of seeing health and care professionals who did not have enough understanding of women's health to support them, and waiting for care – sometimes over many years. We heard about examples of sexism and discrimination around race, age and disability.

➤ **Recent films** include:

- **Patient Voices – making a difference together** – showcasing the brilliant work of patient groups in Oxfordshire, including Patient Participation Groups
- **Understanding language support at your GP surgery** – together with Oxford Community Champions
- **Role of GP receptionists** – together with Oxford Community Champions

All films are available to watch via [our website](#).

Enter and View reports and visits continue. Once complete, all reports and provider responses are available [on our website](#) including:

- Freeland House and Lodge, March 2025
- Hand and Plastic Injuries Clinic at the John Radcliffe, April 2025
- The Phoenix Ward at Littlemore Mental Health Centre, May 2025

Since the last meeting we also made Enter and View visits to:

- Connect Health at Hanborough House, Bicester Community Hospital and Townlands Hospital, Henley-on-Thames.

Other activity:

- We continue ongoing face to face **outreach** to groups and events across the county, including hospital stands (at the Churchill and Horton Hospitals), focusing on general and topical listening. Outreach since the last meeting includes SEND Together, Eid Extravaganza in Blackbird Leys, street outreach in Didcot, Wantage Health Day, and Ruscote Health Day in Banbury. In January–March we engaged with approximately 350 people.
- We support **My Life My Choice** to run a user-led Health Voices Group to ensure the voices and experiences of people with a learning disability are heard by commissioners and providers. A meeting on the theme of physical activity, with support from Active Oxfordshire, took place in March 2025.
- We held three public webinars:
 - **‘Supporting mental health and wellbeing in our young people through their teenage years’**, 18th March – with speakers from Oxford Health NHS Foundation Trust’s Mental Health Support Team
 - **‘Living well in Oxfordshire’**, 13th May – with speakers from Oxfordshire County Council and support services, showcasing the support available to help people stay healthy and well
 - **‘Let’s talk about menopause’**, 10th June – with Lubna from Oxford Community Champions sharing her lived experience, and Dr Katie Barber, Clinical Lead of the Oxfordshire Community Gynaecology Service.

Recordings of these webinars are available to watch [on our website](#).

- Our next webinar will be on **Tuesday 16th September**, 1–2 pm – details and speakers to be confirmed.
- **Marmot Community event** – we supported a community-led event at Rose Hill Community Centre on 9th June, to enable over 100 people from a wide range of community groups to feed into the development of the Marmot approach to tackling health inequalities in Oxfordshire.
- Our most recent [Board Open Forum](#) was on **Wednesday 21st May** at Didcot Civil Hall.
- Our priorities and work plan for 2025–6 was published in March and include:
 - Looking at experiences of joint working across health and social care services, including by Integrated Neighbourhood Teams
 - Hearing people’s views about using digital tools to access and enhance care
 - Hearing about mental health services, including dementia support
 - Hearing from young people about their experiences of health and social care
 - Community research with less heard communities, including working with Sunrise Multicultural Project in Banbury on cancer prevention and diagnosis.