

February 10th 2022

Healthwatch Oxfordshire report.

Presented By: Amier Al Agab- Healthwatch Oxfordshire Ambassador.

Purpose / Recommendation

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

Background

Healthwatch Oxfordshire is continuing to listen to the views and experiences of people in Oxfordshire about health and social care. We continue to use a variety of methods to hear from people including survey, outreach, community research, and work with specific groups including Patient Participation groups, voluntary groups and seldom heard. We have increased our social media presence and output to raise the awareness of Healthwatch Oxfordshire. We have also been working with two community researchers (Community Participatory Action Research - CPAR) as part of a wider Health Education England/ NHS S.E. initiative.

Key Issues

Current work focus includes:

- No reports published since last meeting November 2021: recent and forthcoming reports will be on: <https://healthwatchoxfordshire.reports>
- **Engaging seldom heard voices:** undertaken for CQC with focus on Albanian and Arabic speaking communities via interviews and focus group. Views on health services and speaking up (Feb 2022).

Other forthcoming reports and activity:

- GP website review update
- Contacting your GP
- Remote blood pressure monitoring report
- Listening to Chipping Norton and surrounds
- Using interpreting services: views of service users and health professionals

- **Enter and View** visits have recommenced, with recent visits to Chipping Norton vaccine hub, First Aid Unit and Out of Hours. Reports forthcoming.
- Work with **community researchers**, (*Community Participative Action Research-CPAR*) with training support via initiative Health Education England (HEE) and Public Health England South-East. Two community researchers have been focusing on Black Women's experiences of maternity, and views on healthy lifestyles among

the Sudanese Community. Film and report will be launched early March. Wider celebration of this CPAR initiative across the S.E. planned for week of 9 May (online).

- Ongoing work with **Patient Participation Groups**, including regular newsletter, webinars and work linking to Primary Care Networks (PCN)

Key issues we are hearing:

GPs:

- Getting through on phone, booking appts, phone doesn't get answered, receptionists.
- Some experience of waiting for ages for treatment and follow up, texts or letters not arriving etc.
- Medical side and care once seen generally good.
- Delay in getting treatment and follow up

Dentistry:

- Getting an NHS dentist

Key Dates

Next steps:

Priorities for Healthwatch Oxfordshire in 2022 are:

- Increase the voice of seldom heard communities - through ongoing outreach, and development of community research model
- Increase the influence of Healthwatch Oxfordshire in ensuring voices of the public are heard by the health and social care system - through working with Patient Participation Groups, Primary Care Networks and Oxfordshire Wellbeing Network

Report by: Amier Al Agab - Healthwatch Oxfordshire Ambassador.
February 2022