

October to December 2023

Your voice on health and care services

Activity and achievements

Outcomes and impact of our work

Helping people have their say on key new health strategies

We hosted a webinar in November for people to hear about and comment on a draft **Health and Wellbeing Board Strategy** for the county. **69** members of the public attended. We also held a webinar in December for people to hear from Buckinghamshire, Oxfordshire and Berkshire West Integrated Care Board (BOB ICB) about work to create a new **Primary Care Strategy**. **39** people attended this event. We also contributed reports and insights to help ensure people's voices were fed into the development of both these strategies.



Vaccine clinic victory for Didcot

We raised what we were hearing from Didcot residents about lack of access to **COVID booster vaccines** with the Health Wellbeing Board and BOB ICB – leading to the provision of a 'pop-up' clinic in the town.



Sharing views of maternity care with trainee midwives

We supported seven women featured in a film highlighting Black women's experiences of maternity services to continue to share their voices by speaking at an Oxford Brookes University teaching session attended by **39** student midwives.



We also:

- ✓ Published reports highlighting women's experiences of mental health support in the county during and after pregnancy, and of people's experiences of joined-up care in Oxfordshire.
- ✓ Published a series of reports capturing views on community research in Oxfordshire to help shape the county's emerging community research network.
- ✓ Continued to support two community researchers from Oxford Community Action who are focusing on food poverty and the impact of the cost of living on Black and minority ethnic communities.
- ✓ Carried out targeted outreach work with schools and community groups and organisations in Banbury to hear about the challenges parents and carers face helping children under ten years old to look after their oral health.
- ✓ Worked with My Life My Choice to support a new Health Voices Group to ensure the voices of adults with learning disabilities are heard and acted on by health commissioners and providers.

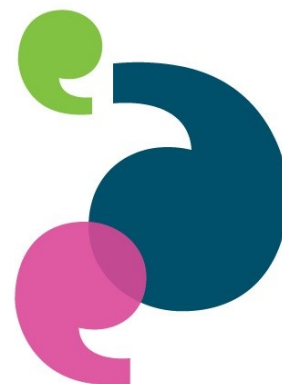
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Hearing from you

- **62** people contacted us for help or information about local health and care services. The top four services we heard about were GP services, dentistry, COVID vaccine boosters and adult social care.
- We received **87** reviews for **40** health and care services via our Feedback Centre. We received **51** responses to reviews from service providers.
- **125** people completed our survey sharing their views on what our priorities should be for 2024-25. What we heard has been used to help form our plans for the coming year.



Our Enter and View work

We made **4** Enter and View visits – to the Podiatry Service at Wallingford Community Hospital, the Inpatient Ward at Didcot Community Hospital, the Inpatient Ward at Bicester Community Hospital and Day Lewis Pharmacy in Didcot, hearing from **51** members of the public and staff.

Reports on our visits, which set out our recommendations for improvements, together with a response from the provider about what changes they will make, can be read at www.healthwatchoxfordshire.co.uk/reports



Out and about

We continued our programme of outreach visits across the county to speak to people about their experiences of using health and social care services, attending events including Oxford Older People's Day and RAF Brize Norton Health and Wellbeing Day. We supported a campaign by Oxfordshire Men's Health Partnership to reach out to men in West Oxfordshire, attending events at Carterton Town Hall and Carterton Leisure Centre. We also spent an afternoon as a team speaking to **30** working men in Witney town centre.

In addition, we visited the Horton General Hospital in Banbury and the John Radcliffe in Oxford as part of our regular hospital visits, speaking to **136** people during these visits.



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