

## Report to Oxfordshire Health and Wellbeing Board March 2022

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## Update on future

Our 3-year grant-in-aid agreement with Oxfordshire County Council to deliver Healthwatch Oxfordshire comes to an end on 31<sup>st</sup> March 2022. Following discussions with the Council, at the end of November 2021 they agreed a one-year extension to March 31<sup>st</sup> 2023. Whilst this is welcome it does impact on our ability to plan a longer programme of activity, and as such we are seeking confirmation of longer-term funding by end June 2022.

In November 2021 Oxfordshire Clinical Commissioning Group agreed a further year funding for our support to Patient Participation Groups (PPGs) and Oxfordshire Wellbeing Network. A review of support for PPGs across Buckinghamshire Oxfordshire Berkshire West Integrated Care System (BOB ICS) will be conducted early this year and we will be involved in these discussions to inform the discussions bringing our experience over the past 4 years.

Planning a work programme for 2022-23 is now in advanced stages and will be shared with the Healthwatch Oxfordshire Board of Trustees in March and published at the beginning of April 2022. The operational plan will reflect our strategy and goals reviewed by the Trustees and staff and available on our website <https://healthwatchoxfordshire.co.uk/about-us/our-priorities/>

## Healthwatch Oxfordshire Reports to external bodies

Between December 2021 and end of February 2022 we published the following:

- Report to the Health Improvement Board February 2022.

In addition our Healthwatch Ambassadors have continue to attend and reported verbally to the Health Improvement Board and Children's Trust Board.

All reports to Boards and Committees are available online <https://healthwatchoxfordshire.co.uk/our-reports/reports-to-other-bodies/>

A list of external meetings attend is attached as Appendix B to this report.

## Oxfordshire Community Services Strategy engagement and consultation on proposed Principles.

On 13th October 2021, Sylvia Buckingham, Chair of Healthwatch Oxfordshire, wrote to Diane Hedges, the Chief Operating Officer of Oxfordshire Clinical Commissioning Group, welcoming the initiative by the Oxfordshire Health and Wellbeing Board to produce an Oxfordshire Community Services Strategy, and enclosing Healthwatch Oxfordshire's initial response to the draft strategy:

- [Letter to Diane Hedges](#) (pdf)
- [Healthwatch Oxfordshire response to Community Services Draft Strategy](#) (pdf)

Contained in the Health and Wellbeing Board December papers was a paper that outlined what the engagement heard and the responses. Healthwatch Oxfordshire comments were included in the report and responded to and taken account. I am

particularly pleased that they accepted the following recommendation for Principle 1:

**Principle 1: Provide a better experience for people who are seeking or receiving care in their community we believe is correct and the foundation of integrating these services.** We strongly recommend that you add, in second place, the following Principle: "During the design and development of integrated Health and Care services, we will involve users of them throughout the process." This is agreed and included as separate bullet point.

## Healthwatch Oxfordshire Ambassador Reports

### Children's Trust Ambassadors Update

Lisa Hughes and Dan Knowles, our Ambassadors to the Children's Trust hosted an Oxfordshire Wellbeing Network meeting on 17th February. This meeting was open to groups and parents and will help to inform and formulate a Healthwatch Oxfordshire response to the current live Oxfordshire County Council SEND review consultation. A verbal update to the Board will be made at the meeting.

The consultation documents and how to respond can be found on our website : <https://healthwatchoxfordshire.co.uk/consultation/have-your-say-on-proposals-for-children-with-special-educational-needs-and-disabilities-in-oxfordshire/>

### Health Improvement Board Ambassadors Update

Amier Alagab continued to represent Healthwatch Oxfordshire as Health Improvement Board Ambassador at the meetings on 18 November 2021 and 10 February 2022. Reports from Healthwatch Oxfordshire focus on what we are hearing from residents, and for these meetings highlighted issues of GP and dentistry access. We also informed the Health Improvement Board about focused work taking place in Chipping Norton, with Patient Participation Groups, Earwax investigation, and working with community researchers. Healthwatch Oxfordshire's reports generate discussion and questions among members of the board and provide additional insights into current issues.

## Research reports

### Drafting and publishing process

The process for publishing reports means that there is a time lag between completing a draft report and publishing. This is due to our requirement to give Trustees time to comment and the commissioners / service providers 20 working days to comment on accuracy and recommendations. For example, a draft report completed at the end of November would be published in the middle of January. The draft would be sent to the relevant commissioner / service providers and comments back would be by the end of the first week in January (allowing extra time for the Xmas and New Year bank holidays). A further 5 days is allowed for changes to be made and then the report will be published. We aim to include the responses within the Executive Summary so that these are not 'lost' and can be read as one document.

Not all reports contain recommendations, perhaps a 'call to action' with a round table meeting will be the follow-up giving all stakeholders an opportunity to reflect on the findings and work together to address them. These reports are also sent out the relevant commissioners/service providers offering for comments / responses to be published alongside the report. Ten days is allowed for this.

Whilst we are going through the research, report drafting, and publication process Healthwatch Oxfordshire will share with relevant commissioners/ service providers feedback from what we are hearing - it is important to let them know if we hear serious concerns. We may will share high level information from our research with the relevant Boards and committees when appropriate. Key committees e.g. Health and Wellbeing Board, Oxfordshire Joint Health Overview Scrutiny Committee, Oxfordshire Clinical Commissioning Group - Primary Care and Quality Committees - are made aware that they have been published.

## GP website review revisited

### GP Websites Revisited - December 2021

In April 2021 we published a [report](#) detailing findings of a review of the websites of 67 GP surgeries in Oxfordshire. In October 2021 we reviewed all GP websites again to see what progress had been made against the recommendations we made in our April report. We found that not all websites had addressed our recommendations, however there are improvements in:

1. Accessibility of information about registering at practices.
2. Availability of information about Patient Participation Groups.

The importance of accessible GP websites has grown over the past 18months and Healthwatch Oxfordshire believe that a consistent website across all GP surgeries would provide greater access to patients. Earlier this year, because of our first report, we had discussions with the OCCG about how this might be achieved. We would welcome a discussion with OCCG and GP practices about the practicalities of achieving this, recognising it will take time and resourcing.

Of concern is that websites did not give information to patients who to contact if they cannot find a GP to register with. This must be addressed by clear signage to the Oxfordshire Clinical Commissioning Group (OCCG) website and giving the contact telephone number for the OCCG. Following on from discussions at the Oxfordshire Quality Group where we raised the fact that this information is not widely available, especially for patients trying to register with practices that have temporarily closed their list, we have since received both a telephone number and email address from OCCG to be added to each GP website and have passed this onto the surgeries.

The report has been sent to Oxfordshire Clinical Commissioning Group for information and all GP practices will get a copy of the report and their website review.

## Update on Earwax Removal report

The new service for over 55-year-olds went live in December and is being promoted by some GPs on their website, and with leaflets produced by the Oxfordshire Clinical Commissioning Group.

## Communications

Our external communications and social media contractor operated on reduced hours (2.5 days to 1 day per week) from 14<sup>th</sup> November 2021. This has had an impact on our social media activity - mainly on Twitter.

### Website

Following a push on social media, hits on the website increased, the social media push on the Feedback Centre and signposting worked well. In the same period, we also had 25 sign-ups to the fortnightly news brief and the news article on the new hearing loss service proved popular!

Interestingly, the most read article of news brief on 27 January was one submitted by Achieve Oxfordshire about their new weight loss service and the third most popular on 13 January was one we were asked to include by National Institute for Health Research (NIHR).

## Signposting

Between October and end of December 2021 we received 101 calls and emails requesting information and advice from the public. The top three services and themes were:

- GP's
  - GP Access: wanting to change surgeries, find a GP practice within catchment area and appointments
  - Quality: choice -phone versus face-to-face, onward referrals and quality of care
- Dentistry
  - Finding an NHS dentist
- Hospitals
  - Quality of care and delayed appointments

## Key Performance Indicators 2021-22

### Quarter 3 October - December 2021

The full report on our Quarter 3 activity against agreed Key Performance Indicators (KPIs) is included in the Executive Director's Report to the Healthwatch Oxfordshire Board meeting on 22<sup>nd</sup> February 2022. This can be found on our website <https://healthwatchoxfordshire.co.uk/about-us/board-papers-and-minutes/>

## Summary:

- Total number of people heard from - 3,434
- 9 out of 17 KPIs have reached or exceeded the 2021-22 annual target by end of Q3 these are:
  - Outreach activity
    - events in the community
    - activity in public places a combination of face-to-face and virtual
    - reaching community and voluntary groups (45 to date against annual target of 27)
  - 14 patient participations webinars / attendance at group meetings (annual target set was 9)
  - Two Oxfordshire Wellbeing Network virtual events
  - 288 signposting actions against an annual target of 200
  - 307 reviews on our Feedback Centre (annual target is 220)
  - three Enter & View visits completed
  - 6,279 people engaged with us via Facebook (annual target is 4,800)
- 4 out of 17 KPIs at risk of not reaching 2021-22 annual target are:
  - Number of surveys closed - reduced number of surveys launched in Q3 due to uncertainty about funding
  - Number of media hits - this could improve with expected publication of 13 research reports in Q4
  - Number of Twitter impressions - due to reduced communications support from November 2021

The KPI of number of hospital stand visits - we are unlikely to do any this year and I will remove from the KPI table for Q4.

## Work programme

Generally, we managed to keep on track during Q3. Chipping Norton outreach was completed and alongside this we conducted three Enter & View visits to the health centre and community hospital.

Due to uncertainty of funding, there was little forward planning for Q4 or 2022-23 regarding development of new activity. Key activity planned for Q4 is report writing followed by publishing. In total we expect to publish 13 reports in Q4 2021-22 / Q1 2022-23 including launching a film made by one of the community researchers about Black women's maternity experiences.