

**Healthwatch Oxfordshire- report to Health and Wellbeing Board. October 2023.**

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## Healthwatch Oxfordshire's Annual Impact Report

Our **Annual Impact Report** for the year 2022-23 was presented at an online presentation event open to the public in July <https://healthwatchoxfordshire.co.uk/report/healthwatch-oxfordshire-annual-impact-report-2022-23/>

## Healthwatch Oxfordshire Board

- Don O'Neal was elected as new Chair of Healthwatch Oxfordshire Board, replacing Sylvia Buckingham who remains on the Board as Trustee. <https://healthwatchoxfordshire.co.uk/about-us/our-board/>
- We held an **Open Forum** on September 21st for people to meet our Board of Trustees, ask questions and hear about our work and activities, including our Q1 activity summary report. <https://healthwatchoxfordshire.co.uk/about-us/board-papers-and-minutes/>

## Healthwatch Oxfordshire reports to external bodies

Since the last Health and Wellbeing Board meeting in June 2023 we published our reports and attended: Health Improvement Board (June and Sept 2023 with lay ambassador representative) and Oxfordshire Joint Health Overview Scrutiny Board (HOSC) (June and Sept 2023) and Oxfordshire Place Quality Committee and Oxfordshire Safeguarding Adults Board. External bodies that we attend and these reports can be found online at: <https://healthwatchoxfordshire.co.uk/our-reports/reports-to-other-bodies/>. We also attend Oxfordshire Place Based Partnership (Buckinghamshire, Oxfordshire and Berkshire West Integrated Care Board) among other ICB committees.

## Healthwatch Oxfordshire research and insight reports

All reports can be seen here: <https://healthwatchoxfordshire.co.uk/reports> Since the last meeting in June we have published the following reports:

- **'What you told us about hospitals'** April 2022–May 2023 with **109 views** on OUH Hospital services. This was shared with OUH <https://healthwatchoxfordshire.co.uk/wp-content/uploads/2023/06/What-You-Told-Us-About-Hospitals-2022-23.pdf>
- September 2023: **'Health and Wellbeing Strategy Engagement Report – what local people want'** <https://healthwatchoxfordshire.co.uk/report/health-and-wellbeing-board-strategy-engagement-report-september-2023/> (see below section and additional meeting agenda on HWBB strategy engagement) based on conversations with over 1,114 people across the county during July and August.
- October 2023: **'What people have told us about footcare in Oxfordshire'**. Brief survey report of views on podiatry and footcare.

We made two **Enter and View** visits and have published reports:

- Haemophilia and Thrombosis Centre (OUHT) (July 2023)
- Horton General Hospital Day Case Unit (OUHT) (Sept 2023)

<https://healthwatchoxfordshire.co.uk/our-work/enter-and-view/>

- And forthcoming brief report to be published in October: **'What does joined up care mean to you?'**

## Other activity April – June 2023 (Q1)

### Between January and March 2023 we:

- Gave advice and information about local services to **90** people Top three issues were NHS Dentistry, GP services and mental health services. We also hear about autism diagnosis waiting times and SEND. The top theme people mentioned by people when contacting us about these three services was **access to those services**.
- All but one of calls Healthwatch Oxfordshire received about NHS Dentistry was about people being able to access NHS dental services.

- *“Been trying to find an NHS dentist for my two young children. I have called around 15 dentists in our area – None of them are not taking on new patients and their waiting lists are closed. I have noticed a hole in my child’s tooth. I can’t afford to go private.”*
- Received **86** reviews for **42** services via our online Feedback Centre, and received 59 responses to reviews from service providers. In this way people can see how their comments and feedback are taken seriously and can help to improve services for all.
- We made 2 **Enter and View** visits where we heard from **56 members of the public and staff**. They are supported by our team of Enter and View lay volunteers.
- In addition, we visited the Churchill Hospital, the Women’s Centre at the John Radcliffe and the Horton General as part of our regular **hospital visits**, speaking to 186 people during these visits.
- We have active social media presence, and links to local community groups and networks. We also reach people through community networks, parish and other news, voluntary sector, through ongoing communications including fortnightly news bulletin. Our website has up to date resource and information on health and care.
- Building on our outreach work to hear from **working men in Carterton**, has supported development of plans for further focused work on men in West Oxfordshire via the Oxfordshire Men’s Health Partnership to take place in October. We presented on this work at a webinar on 14 June attended by over 60 people nationally on Men’s Health hosted by Oxford Academic Health Science Network (available here <https://www.youtube.com/watch?v=Wlostkl-GOY>)
- Successful application to NHS South-East **Community Participatory Action Research** (CPAR2) Programme Phase 2 for Healthwatch Oxfordshire to act as host organisation to two community researchers during 2023-4. The researchers from Oxford Community Action will focus over the year on learning research skills and exploring challenges from the impact of the cost of living and impact on black and minority ethnic communities. They will be focusing on food poverty. We have been contributing insight to the development of an Oxfordshire Community Research network and reaching out to communities to hear about their views. A report on this will be published in October.
- We continued our programme of outreach visits to speak to people about their experiences of using health and social care services. (In addition to that undertaken in the engagement for the Health and Wellbeing Strategy) also included at

Witney Pride Festival in May- where we heard views on health and care services, mental health and access. We later met with a representative of Pride to discuss potential future in depth work. In total we spoke to more than 200 people during these visits.

- We attended other events, including Blackbird Leys 'Marmelade Event' in May to speak about Community research (30 attendees), Witney Larder (Food distribution), Oxford Community Action Community café event (40 attendees).
- Other groups we had direct contact with during this time include Africans in the UK (AFIUK) around their cancer workshops, Action for Deafness, as well as attending Health and Wellbeing Network meetings for Barton and Rose Hill, and meeting with Sue Ryder Foundation around palliative and end of life care.
- Our support for **Patient Participation Groups (PPGs)** continues with bi monthly news and links to PPGs.
- The next **patient and public webinar** will be on **Friday 27<sup>th</sup> October 1.30-3 p.m.** to hear about Connect Health who provide Musculoskeletal services in the county – all welcome: <https://healthwatchoxfordshire.co.uk/ppgs/patient-webinars/>

## Health and Wellbeing Strategy Engagement:

(See also Health and Wellbeing Board agenda item on Health and Wellbeing Strategy engagement)

As independent member of the Oxfordshire Health and Wellbeing Board, we have been keen to make sure residents' voices are brought into the development of the new Health and Wellbeing Strategy. We have undertaken engagement to hear from 'the people on the street' and have **reached over 1,124 people** between July and September, the **majority through face-to-face** outreach – on the streets, at play days and events, and in shopping centres across the county, attending a total of nineteen community events. We also held a joint webinar with Oxford Community and Voluntary Association (OCVA) to listen to the views of voluntary and community sector. What we heard was also fed into the development of the draft strategy, and to a workshop for the Health and Wellbeing Board in early September.

A **detailed report** and what we have heard from all we spoke is available here:

<https://healthwatchoxfordshire.co.uk/report/health-and-wellbeing-board-strategy-engagement-report-september-2023/>