

## **Healthwatch Oxfordshire Report to Health and Wellbeing Board – June 26 2025**

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## Healthwatch Oxfordshire – showcase of our work for 2024-5

All welcome to attend a **showcase of Healthwatch Oxfordshire's work 2024-5** on **Tuesday 1 July 1-2 p.m.** See here for link: <https://healthwatchoxfordshire.co.uk/news/join-us-on-tuesday-1st-july-for-a-showcase-of-our-work-in-2024-25/>

## Healthwatch Oxfordshire Board

We held a **public open forum** meeting with Healthwatch Oxfordshire Board and team for members of the public to attend in Didcot Civic Centre, on May 21<sup>st</sup> combined with the team being 'out and about' during the day to speak to residents on the street in Didcot about their experiences of health and social care.

We welcomed **new Chair** Barbara Shaw, elected in May, and thank Don O'Neal who stepped down as Chair after serving seven years on the Board. Emily Williams has also been elected Vice-Chair. <https://healthwatchoxfordshire.co.uk/about-us/our-board/>

## Healthwatch Oxfordshire reports to external bodies

Since the last Health and Wellbeing Board meeting on March 13 2025 we attended:

- Health Improvement Board (lay ambassador)
- Oxfordshire Joint Health Overview Scrutiny Board (March and June 2025)
- We also attend Oxfordshire Safeguarding Adults Board and Oxfordshire Children's Trust Board.

Any reports to external bodies we attend can be found online at: <https://healthwatchoxfordshire.co.uk/our-reports/reports-to-other-bodies/>. We attend Oxfordshire Place Based Partnership monthly (Buckinghamshire, Oxfordshire and Berkshire West Integrated Care Board – BOB ICB) among additional BOB ICB committees, including the Quality Committee. We work with Healthwatch Bucks, Healthwatch Reading, Healthwatch Wokingham and Healthwatch West Berks to bring insight into BOB ICB.

## Healthwatch Oxfordshire research and insight reports

Our research reports focus on making sure the voice of people who use services is directly linked to recommendation of improvement or change where clear. All our reports and written responses to our recommendations from commissioners and providers can be seen here: <https://healthwatchoxfordshire.co.uk/reports> All reports are available in summary and Easy Read.

Since the last meeting in March, we published the following reports: (note: due to local election purdah period until May we followed Healthwatch England purdah guidance)

- **Hearing from Men in Oxfordshire** – from our outreach speaking to 167 men in the county, and in Didcot, on the streets, in industrial estates, mosque and local groups
- **What you told us about GP surgeries** April 2024–5, hearing from 354 people
- **What we heard about pharmacies** April 2024– March 2025. Views of over 100 residents was fed into the current Oxfordshire Pharmaceutical Needs Assessment process
- **Navigating Urgent and Emergency Care** in Oxfordshire (June 2025) with comments from 322 people. We worked with system partners to develop action towards our recommendations.

To see more about the **impact** of our reports and how we ensure people's voice makes a difference see here: <https://healthwatchoxfordshire.co.uk/impact/impact-of-our-research/> We follow up on recommendations and action at six months.

## Enter and View visits and reports:

Staff and lay volunteer representatives make Enter and View visits to healthcare settings to collect evidence of what works well and what could be improved to make people's experiences better. Based on the feedback of patients and members of staff, we highlight areas of good practice and suggest improvements. <https://healthwatchoxfordshire.co.uk/our-work/enter-and-view/>

Since the last meeting we have published the following Enter and View reports:

- Freeland House and Lodge (March 2025)
- Hand and Plastic Injuries Clinic – John Radcliffe (April 2025)
- The Phoenix Ward at Littlemore Mental Health Centre (May 2025).

We have been made visits to Connect Health in three locations across the county, reports to be shortly published.

## Surveys:

We are currently running a survey to hear about experiences of **Using the NHS App**, and insight gathering will be supplemented with face to face outreach. Survey link here: <https://www.smartsurvey.co.uk/s/AppNHS/>

## Other activity summary to date:

- Our **Q4 Jan-Mar (2024-5)** activity summary is now available (see below). For all quarters' activity and achievements for the 2024-5 year see here: <https://healthwatchoxfordshire.co.uk/impact/> with examples of how our work has had an impact.
- Our **goals and priorities and area of focus** for the year 2024-5 can be found here: <https://healthwatchoxfordshire.co.uk/about-us/our-priorities/> Priorities are based on what we hear from the public, from our outreach and research, as well as consideration about health and care strategic focus.
- Recordings and slides from our **public webinars** can be seen here <https://healthwatchoxfordshire.co.uk/news-and-events/patient-webinars/> Since March 2025, these have included **'Supporting mental health and wellbeing in our young people through their teenage years'**, **'Living Well in Oxfordshire'** and **'Let's talk about menopause'** – thanks to the range of health professionals, and representatives of Oxford Community Champions who spoke at these sessions. Our next webinar is **September 16<sup>th</sup> 1-2 p.m.**, with link above, we plan to focus on the **NHS Ten Year Plan**. All welcome – zoom link on website above.

- **We publish bi-weekly news bulletins** to bring up to date health and care information to the public (to read previous issues and to sign up to receive a copy see <https://healthwatchoxfordshire.co.uk/news-and-events/newsbriefing/> ), as well as active social media platforms and sharing communications via local news and community networks.
- We published responses to the Quality Accounts from Oxford Health, Oxford University Hospitals, and Sue Ryder Care. All correspondence can be seen here: <https://healthwatchoxfordshire.co.uk/news-and-events/correspondence/>
- We carry out **ongoing outreach** to community groups and other settings across the county, and gain insights into experiences and views on health and care along with via phone and our online feedback centre. We have a rolling programme of hospital visits to speak to the public. See below for some of the places we have been in Jan-March, as well as since attending Oxford Eid Extravaganza, Oxford Pride and Wantage Wellbeing Day, Carers events among others.
- **Our films:** We have been working with Patient Participation Groups (PPGs) to connect and support. We created a new film with some of the groups highlighting the support they give to GP surgeries, local patients, and to building preventive health activities such as walking and book groups. The film **'Patient Voices – Making a difference together'** can be seen here: <https://healthwatchoxfordshire.co.uk/our-work/our-videos/> We worked with White Horse Medical Centre, Church Street Wantage, and Hedena PPGs and Practice Managers, along with Oxford Community Champions.
- We worked in partnership with Oxford Community Champions to create two films:  
**'Understanding Language Support at your GP surgery, A conversation with Healthwatch Oxfordshire'**  
[https://youtu.be/OWyt\\_R7mNlo](https://youtu.be/OWyt_R7mNlo) )  
**'Understanding GP Receptionists'** – (<https://youtu.be/S2u6cSt7PHE> )  
 Both aimed at simplifying information to help people understand and navigate care, especially if English is not their first language.
- We produced a leaflet on supporting SEND children to look after their teeth, following on from the report on **Oral Health** we carried out last July <https://healthwatchoxfordshire.co.uk/news/new-leaflet-on-supporting-send-children-to-look-after-their-teeth/>
- Together with community researchers we have worked with from OX4 Food Crew, we presented at Oxford Marmalade Festival, Said Business School, on the work on food poverty and the cost of living.

- We supported the development of a **community led event** focused on **Oxfordshire as a Marmot Place** and how communities can bring expertise, dialogue and action to be part of Marmot focus on tackling health inequalities. Working together with Melissa Latchman, Hassan Sabrie (Oxford Community Action), Oxfordshire Council Voluntary Action (OCVA), Community First Oxfordshire (CFO), Africans in the UK (AFiUK) the event was held on 9 June, at Rose Hill Community Centre, with over 100 community and grassroots representatives attending, along with health and care decision makers, and Oxfordshire Public Health and Institute of Health Equity Marmot team. Thanks to Oxfordshire Council Public Health for funding the costs of the event. To read more about the day, including the slide presentations from the community speakers and about Marmot Oxfordshire see here:  
<https://healthwatchoxfordshire.co.uk/news/oxfordshire-marmot-place-tackling-the-health-gap-at-its-roots/>

January to March 2025

# Activity and achievements

## Outcomes and impact of our work

### We published the following reports:

**Hearing from men in Oxfordshire** – We presented this report, which captures the views of **167** men, to the Oxfordshire Men's Health Partnership and shared it widely with commissioners and decision-makers to inform health and care services.

**Your views on health and wellbeing in Wood Farm and Town Furze** – This was commissioned by Public Health at Oxfordshire County Council as part of its community profiles programme listening to communities in areas where residents are most likely to experience health inequalities. The Wood Farm Health and Wellbeing Partnership and Community Profile Steering Group will now work to implement our recommendations, based on what we heard from **255** people.

**What we heard about pharmacy between April 2024 and March 2025** – we compiled a summary of all the feedback we have heard about pharmacy services to bring insight into the Oxfordshire Pharmaceutical Needs Assessment, which is being updated for 2025.

You can read all our reports at [www.healthwatchoxfordshire.co.uk/reports](http://www.healthwatchoxfordshire.co.uk/reports)



### We created new films and a leaflet:

We worked with Oxford Community Champions to make an animation explaining the **role of GP receptionists**, and a film about accessing **language support** at GP practices. These can be watched at [www.healthwatchoxfordshire.co.uk/our-work/our-videos](http://www.healthwatchoxfordshire.co.uk/our-work/our-videos)

We worked with Community Dental Services to produce a leaflet providing **oral health guidance** for parents and carers of children with a special educational need or disability (SEND). This follows work last year asking about support for children's oral health.

### We also:

- ✓ Held four **webinars** attended by **146 people**, including one giving people the chance to comment on the new 10 Year Health Plan for England.
- ✓ Published our **goals and priorities for 2025-26** – for full details, including how we set our priorities, see [www.healthwatchoxfordshire.co.uk/about-us/our-priorities](http://www.healthwatchoxfordshire.co.uk/about-us/our-priorities)
- ✓ Together with OX4 Food Crew and Oxford Community Action, we presented about our **community research** project on food poverty at Oxford's Marmalade Festival. We also presented about our community research journey at an Oxford Brookes webinar attended by health and local authority organisations from across England.

Read more about the impact of our work at [www.healthwatchoxfordshire.co.uk/impact](http://www.healthwatchoxfordshire.co.uk/impact)



January to March 2025

# Activity and achievements

## Hearing from you

- **96** people contacted us for help or information about local health and social care services. The top two services we heard about were GP services and adult social care.
- We received **146** reviews of **50** health and care services via our Feedback Centre. We received **26** responses to reviews from service providers.



## Our Enter and View work

We made **2** Enter and View visits – to Phoenix Ward at the Littlemore Hospital and Freeland House and Lodge care home near Witney. We heard from **24** patients, residents and members of staff as a result of these visits.

We also published **4** reports following visits earlier in the year. All our Enter and View reports, which set out our recommendations, together with a response from the service provider about what changes they will make, can be read at [www.healthwatchoxfordshire.co.uk/reports](http://www.healthwatchoxfordshire.co.uk/reports)



## Out and about

We continued our programme of general and targeted outreach visits to speak to people about their experiences of using health and social care services. Over these three months we spoke to **350** people as a result of our visits. We also continued to meet with a range of groups and organisations.

We attended the Horton General, the Nuffield Orthopaedic Centre and the John Radcliffe as part of our regular programme of hospital visits, hearing from **137** people during these three visits. In addition we visited the Minor Injuries Units at Witney and Abingdon, Bicester Community Hospital and the Horton General Emergency Department as part of our project asking about urgent and emergency care.

We report back what we hear at any outreach visits to providers and commissioners so they know what is working well and what could be better.



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