

Healthwatch Oxfordshire Report to Health and Wellbeing Board – 25th September 2025

Healthwatch Oxfordshire – showcase of our work for 2024-25	2
Healthwatch Oxfordshire Board	2
Healthwatch Oxfordshire reports to external bodies	2
Healthwatch Oxfordshire research and insight reports	3
Community research	4
Other activity summary to date	5

Since the last Health and Wellbeing Board meeting in June:

Healthwatch Oxfordshire – showcase of our work for 2024-25

We held a public **showcase of Healthwatch Oxfordshire's work in 2024-25** in July. See here for Annual Impact Report and event recording:

<https://healthwatchoxfordshire.co.uk/report/healthwatch-oxfordshire-annual-impact-report-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 Bicester Garth Centre on 10th September, combined with the team being 'out and about' during the day to speak to residents on the street in Bicester about their experiences of health and social care.

Healthwatch Oxfordshire reports to external bodies

Since the last Health and Wellbeing Board (HWBB) meeting we attended:

- Health Improvement Board (lay ambassador)
- HWBB extraordinary meeting on the Ten Year Health Plan for England
- Oxfordshire Joint Health Overview and Scrutiny Committee (Sept 2025)
- Full Council meeting on 9th September. Chair Barbara Shaw spoke on implications of Dash Review.
- 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 have been actively involved in workshops by health and care system to scope and develop towards **Neighbourhood Health**, including at BOB ICB level, and Oxfordshire, and voicing need for pathways to engagement and shaping with local communities as this moves forward. (See here for more information <https://healthwatchoxfordshire.co.uk/information-and-advice/understanding-health-and-care-locally-and-nationally/>)

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. 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 June we published the following reports: **Using Women's Health services in Oxfordshire** – July 2025, based on what we heard from **684 women and people who use women's health services**. This report captures what they told us about accessing and using women's health services, health services more generally, and getting breast or cervical screening.

Impact

– Our report is being used to inform the development of a women's health strategy for Buckinghamshire, Oxfordshire and Berkshire West.

"Healthwatch reports are a key part of our insights that inform strategy and planning. We are currently drafting our women's health strategy for this year and key aspects of this report are included in our priority setting." Heidi Beddall, Deputy Chief Nursing Officer/Director of Quality at BOB ICB.

– What we heard has also helped to bring about improvements in local services, including a **commitment from Oxford University Hospitals NHS Foundation Trust** to reduce waiting times for specialist women's health clinics, improve patient information about screening and procedures, and training staff in cultural competency and trauma-informed care.

We heard many examples of good practice, but also that these experiences are not consistent, and many people have struggled, sometimes over many years, to get the help they need. Barriers included access to GPs, not knowing what services are available, feeling embarrassed, having caring responsibilities (for example for older relatives or for young children) or not having time. We heard that people 'didn't want to make a fuss', or that their concern was 'too personal' to talk about. People appreciated care centred holistically around their needs rather than for individual symptoms.

We also heard challenges experienced around:

- Feeling not listened to or taken seriously

- Seeing health and care professionals who did not have enough understanding of women's health to support them or make appropriate referrals
- A lack of person-centred care, services not working well together, and symptoms being considered in silo. There was a strong focus on joined up care – with relevance to future development of services at Neighbourhood level.

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.

Community research

We continue to bring our expertise in supporting **community and participatory research**, and working with communities to explore issues and voice issues of importance to them. We are currently working with Sunrise Multicultural Centre, looking at barriers to cancer care, working with a member of the Chinese Community to hear from this group, and with OX4 Food Crew to hear from families in temporary accommodation.

We are leading an additional funded piece of work (funded by and in support of next steps in Oxfordshire Community Research Network) to develop a practical **'how to' resource for community members to take part in community research**.

The development of this resource will be through a series of participatory workshops (September–December) with local grassroots groups, building on the insights and learning from community members skills and knowledge. It has relevance to wider community development and capacity building approaches, including Neighbourhood Health and Marmot Place, and wider health inequalities work in Oxfordshire and BOB ICB.

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 based on visits to:

Connect Health (now Cora Health) based on three visits to sites in Botley, Bicester and Henley.

Surveys:

With all insight gathering supplemented with direct communication and face to face outreach.

- We closed a survey about using the **NHS App** (report in Oct) report due soon, on what we heard from over 800 people across the county.
- Current survey to hear about **end of life care**. Survey link will be found here: <https://healthwatchoxfordshire.co.uk/have-your-say/complete-a-survey/>

Other activity summary to date:

- Our **Q1 April-June (2025-26)** activity summary is now available (**see below**) <https://healthwatchoxfordshire.co.uk/impact/> with examples of how our work has had an impact.
- Recordings and slides, and joining details for our **public webinars**, can be seen here <https://healthwatchoxfordshire.co.uk/news-and-events/patient-webinars/> Since the last meeting we held a webinar on 16th **September** on the **Ten Year Health Plan for England** with speakers from BOB ICB. **Our next webinar will be 11th November 1 -2 pm on the topic of cancer. All welcome.**
- **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, website and sharing communications via local news and community networks.
- We published formal responses to the Local Government reorganisation proposals, and to BOB ICB transformation plans. We also fed in our evidence to BOB ICB Women's Health strategy, and the Government Men's Health strategy. All correspondence can be seen here: <https://healthwatchoxfordshire.co.uk/news-and-events/correspondence/>
- We carry out active and **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 (Q1 summary) for some of the places we have been in April-June, as

well as over the summer attending Leys Afrobeat Festival, Oxfordshire Play Days (Banbury and Henley), Thame Pride, Oxford Sanctuary Fair, Carers Oxfordshire network, Abingdon Healthfest, Afghan Group Banbury, Hong Kong group Banbury among others.

We have been actively working with **Patient Participation Groups** (PPGs) across the county, attending meetings to support them in their work, and to link them to information more widely. We have attended PPG meetings at Charlbury, Key Medical, Hook Norton, Woodlands, Manor and White Horse Practices, and South Oxfordshire Patients' Association. We supported **Charlbury PPG to work alongside us to do on the street outreach** to hear about people's views of using the NHS App.

April to June 2025

Activity and achievements

Outcomes and impact of our work

We published our **Annual Impact Report 2024-25** showcasing our achievements over the last year and demonstrating how we worked to improve health and social care services in Oxfordshire. Our report highlights how:

- **5,321** people shared their experiences of health and social care services with us
- **577** people left a review of their experience via our Feedback Centre
- **344** people came to us for information about local health services
- We published **38** reports based on our research, setting out what we heard and what improvements people would like to see.

You can read our report at www.healthwatchoxfordshire.co.uk/report/healthwatch-oxfordshire-annual-impact-report-2024-25 or get in touch if you'd like us to send you a copy!



We helped organise an event which saw more than 100 people from Oxfordshire's grassroots groups come together with local decision-makers to explore what **Oxfordshire Marmot place** means and discuss how communities are supporting work tackling **health inequalities**. For notes and insight from this event see www.healthwatchoxfordshire.co.uk/news/oxfordshire-marmot-place-tackling-the-health-gap-at-its-roots

We worked closely with Oxfordshire **Patient Participation Groups** and Practice Managers, as well as Oxford Community Champions, to create a film showcasing the amazing work carried out by patient groups in the county to support GP surgeries to improve care. You can watch this film at www.healthwatchoxfordshire.co.uk/our-work/our-videos

We also:

- ✓ Published a report about what we'd heard from **322** people about navigating **urgent and emergency care services in Oxfordshire**. We presented this report to the Urgent Care System Delivery Group to inform their planning for winter 2025-26.
- ✓ Started a new community research project with **Sunrise Multicultural Centre** exploring the barriers women from refugee and South Asian backgrounds face around cancer care.
- ✓ Supported OX4 Food Crew to focus on experiences of **families living in temporary accommodation** and access to healthy food.
- ✓ Held two **webinars**, attended by **48** people, focusing on **menopause support and living well in Oxfordshire**. You can watch these at www.healthwatchoxfordshire.co.uk/webinars

Read more about the impact of our work at www.healthwatchoxfordshire.co.uk/impact

April to June 2025

Activity and achievements

Hearing from you

- **86** people contacted us for help or information about local health and social care services. The top three services we heard about were GP services, hospital outpatient services and musculoskeletal services.
- We received **174** reviews of **58** health and care services via our Feedback Centre. We received **66** responses to reviews from service providers.



Our Enter and View work

We made **4** Enter and View visits - to Marston Pharmacy and to Connect Health clinics at Hanborough House, Bicester Community Hospital and Townlands Hospital. We published **2** 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 the changes they will make, can be read at 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 local health and care. We visited a range of places, from libraries to community larders, as well as attending bigger events such as Eid Extravaganza, Oxford Pride and Thame Pride. We also spent a day having conversations about health and care with people living in Didcot. Over these three months we spoke to **579** people.

We also attended the Churchill and Horton General as part of our regular programme of hospital visits, hearing from **136** people during these visits.



Welcome to our new Chair!

In May, **Barbara Shaw** was appointed the new **Chair of Healthwatch Oxfordshire**. She replaced Don O'Neal, who stepped down from the board of Trustees after seven years of service, including as Chair since 2023. For more details about Barbara please see www.healthwatchoxfordshire.co.uk/about-us/our-board



Published by Healthwatch Oxfordshire
01865 520520

Office F20, Elmfield House, New Yatt Road, Witney, OX28 1GT
hello@healthwatchoxfordshire.co.uk
www.healthwatchoxfordshire.co.uk

Registered in England and Wales as a Company Limited by Guarantee number 08758793
Registered charity number 1172554