

Healthwatch Oxfordshire Report to Oxfordshire Health Improvement Board

September 2018

1. Our Annual Report 2017/18 was published in June and can be found on our web site www.healthwatchoxfordshire.co.uk
2. 'Treatment only when needed: Dental services in Care Homes' Healthwatch Oxfordshire report was published in August 2018. The report details our findings of a survey carried out of all the care homes in Oxfordshire. One in five care homes responded and the main findings are that nearly half people living in the care homes did not access dentistry at all; there are significant gaps in provision; and that some care homes struggle to obtain dental services for their residents. The full report can be found here <https://healthwatchoxfordshire.co.uk/our-reports/healthwatch-oxfordshire-reports/>

2018/19 First quarter update April to June 2018

Luther Street video nominated

Healthwatch Oxfordshire has been shortlisted for a national award by Healthwatch England. The nomination is for the video 'Patient Voices...Our Story', which Healthwatch Oxfordshire and local filmmaker Nicola Josse made with the Patient Participation Group of Luther Street Surgery, Oxford, and Oxford Health. This GP practice service the city's homeless population and the film highlighted how the patients themselves were getting involved to shape how services are run.

The film was made with a grant from NHS England's Celebrating Participation in Healthcare scheme and was recorded earlier in the year. The overall winner from each category will be chosen by a panel of judges at Healthwatch England's annual conference in October 2018.

Feedback Centre continues to attract reviews

During the first quarter of the year, 312 individual reviews were left on Healthwatch Oxfordshire's new Feedback Centre.

Topics ranged from GP services and dental surgeries – most notably in Wantage and Grove, through to people's experiences with community physiotherapy services since they were out-sourced to a private provider, Healthshare.

Reviews came both from members of the public visiting the web-site, and staff members collecting reviews at events and entering them on to the site later.

Meeting the public

During the first quarter of the year, Healthwatch Oxfordshire attended 49 outreach events, including:

- Bicester Volunteer Fair
- Oxford Eid Extravaganza
- 13 group visits including 10 as part of the Wantage town project

- nine meetings with voluntary sector organisations as part of our Voluntary Sector Projects activity
- three hospital sessions
- eight meetings with community support centres as part of Healthwatch Oxfordshire's Day Centre project
- five patient participation group events attended,
- eight outreach stands in Wantage,
- 2,870 people listened to in groups, on the street, in public places and surveys.

Reporting back on what we heard

Healthwatch Oxfordshire published five reports during the first quarter of 2017/18. These were:

- Enter & View (1)
- Focus on OX4 (town event)
- Health Overview Scrutiny Committee (2)
- Wantage Voluntary Sector Forum (with video on Healthwatch Oxfordshire website).

In addition, both verbal and written reports were made to: Healthwatch Oxfordshire Board, Oxfordshire County Council, Oxfordshire Health & Wellbeing Board, Health Improvement Board, Children's Trust, Oxfordshire Adult Safeguarding Board, Care Quality Commission, Thames Valley NHS Committees.

Showing we have teeth

We reported to the Oxfordshire Health Oversight & Scrutiny Committee (HOSC) on our findings concerning dentistry, both in Bicester and the wider county. HOSC has asked for the finished report to be taken to its September meeting, and may ask NHS England to attend. This is the first time the committee has looked at dentistry.

In September, Healthwatch Oxfordshire will also report back to HOSC and the clinical commissioning group on what we have been hearing about Healthshare, the company which has taken over musculoskeletal services in the county.

Making the news

During the first quarter of the year, Healthwatch Oxfordshire appeared in the local media or was approached for comment 70 times.

These included live radio interviews, pre-recorded television interviews, quotes in the press on health-related issues, and coverage of Healthwatch Oxfordshire's own activities. Healthwatch Oxfordshire also published 12 online newsletters and other updates.