

### Healthwatch Oxfordshire report to Health Improvement Board (HIB). 15<sup>th</sup> September 2022.

**Presented By:** Veronica Barry- Healthwatch Oxfordshire.

We are in the process of recruiting a new Ambassador for the HIB here:

<https://healthwatchoxfordshire.co.uk/about-us/volunteer/>

#### **Purpose / Recommendation**

- For questions and responses to be taken in relation to Healthwatch Oxfordshire insights.

#### **Background**

Healthwatch Oxfordshire continues to listen to the views and experiences of people in Oxfordshire about health and social care. We use a variety of methods to hear from people including survey, outreach, community research, and work with specific groups including Patient Participation groups, voluntary groups and those who are seldom heard. We have increased our social media presence and output to raise the awareness of Healthwatch Oxfordshire.

#### **Key Issues**

**Healthwatch Oxfordshire Annual Impact Report (2021-2)** was published and launched at an open event on 5<sup>th</sup> July at the King's Centre. Report here:

<https://healthwatchoxfordshire.co.uk/report/healthwatch-oxfordshire-annual-impact-report-2021-22/>

Includes short films on community research, using interpreters and contacting GP Practices which can be seen here: <https://healthwatchoxfordshire.co.uk/our-work/our-videos/>

**Since the last meeting in May, our current work focus includes:**

- **Getting Prescriptions from your pharmacy (Aug 2022):** highlights some of the current challenges faced by service users. A round table discussion for commissioners and stakeholders will be convened by Healthwatch Oxfordshire on 29<sup>th</sup> September. A presentation on what we heard was made to Buckinghamshire, Berkshire and Oxfordshire Integrated Care System - Quality Group, in July.
- **People's experiences of visiting loved ones in care homes since Covid guidelines changed (July 2022)** report.
- **Enter and View** visits continue, with recent visits to Banbury Cross Health Centre, Manzil Way Dental clinic, Banbury Heights Care Home. Reports forthcoming. Reports and provider responses available here: <https://healthwatchoxfordshire.co.uk/our-work/enter-and-view-reports/>

All recent and forthcoming reports are on our website:

<https://healthwatchoxfordshire.co.uk/our-work/research-reports/>

#### **Community Researchers**

- We continue to develop a **community research** (*Community Participative Action Research-CPAR*) approach. A *Model of Engagement* was developed to share learning within Healthwatch England, and a workshop developed with the Oxfordshire Joint Strategic Needs Assessment lead to share learning on local research in the county council. Community researcher Omotunde Coker spoke about her work in partnership with women and maternity insights.
- Continued work with **Patient Participation Groups (PPGs)**, including regular newsletter, webinars and work linking to Primary Care Networks (PCN). A forthcoming webinar on 22 September focuses on '*Care Quality Commission (CQC) and Enter and View – what's the difference?*' with John Kelly from CQC speaking. A webinar on **the new MSK services in Oxfordshire – Connect Health** was held for PPGs on 29th July.

- Recent ‘on the street’ outreach in Castle Quay Banbury, Templar Square Oxford.

**Current surveys:**

- Survey on ‘Discharge from Hospital with medicines’ running currently with focus on Oxford University Hospital’s Trust hospitals. Survey <https://www.smartsurvey.co.uk/s/medicinesathome> will close at end of September
- Hearing from young people top concerns <https://www.smartsurvey.co.uk/s/AMTXQ0/> .

**Key issues we are hearing:**

- Dentistry, GP waiting and access, community pharmacy, cost of living.

**Key Dates**

Priorities for Healthwatch Oxfordshire in 2022-3 are:

- Increase the voice of seldom heard communities – through ongoing outreach, and development of community research model
- Increase the influence of Healthwatch Oxfordshire in ensuring voices of the public are heard by the health and social care system – through working with Patient Participation Groups, Primary Care Networks and Oxfordshire Wellbeing Network.

**Report by:** Veronica Barry – Healthwatch Oxfordshire, Sept 2022 Senior Community Involvement Officer.