

Report to the Oxfordshire Joint Overview Scrutiny Committee

8th June 2023

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Update since the last Health Overview Scrutiny Committee (HOSC) Meeting April 2023:

Healthwatch Oxfordshire reports to date:

<https://healthwatchoxfordshire.co.uk/reports>

Since the last meeting in April we have published the following reports:

- Healthwatch Oxfordshire **community outreach visits** 2022-3 (April 2023)
- **Long Covid** (May 2023)
- **What we have heard about Hospitals** – summary of patient feedback 2022-3 (June 2023)

We have also produced:

- A '**mystery shopper**' report on access to NHS dentistry in Oxfordshire <https://healthwatchoxfordshire.co.uk/news/accessing-nhs-dentists-in-oxfordshire/>. This was a spot check to assess how many NHS dentists were accepting adult and child patients during one week in April.
- **Two of three podcasts** have been released following work with **Oxfordshire Youth** to hear about young people's views on health and care <https://healthwatchoxfordshire.co.uk/our-work/our-podcasts/>. The third episode will be published in June, and were created by young people themselves on topics of importance to them.
- We held a **patient webinar** on May 26th with South Central Ambulance Service (SCAS) <https://healthwatchoxfordshire.co.uk/ppgs/patient-webinars/>
- We held an **Open Forum** on May 23 for people to meet our Board of Trustees, ask questions and hear about our work, including our 2022-23 Quarter 4 Activities Report <https://healthwatchoxfordshire.co.uk/about-us/board-papers-and-minutes/>
- Face to face **outreach** at Wantage Health and Wellbeing Event, Witney Pride and the John Radcliffe Women's Hospital
- Closed a survey on Podiatry and Footcare – report due in June

We published three **Enter and View** reports on visits to different services:

- Accident and Emergency Department at the John Radcliffe Hospital (April 2023)

- Oxford Children’s Hospital (April 2023)
 - Langford View Care Centre, Bicester (May 2023)
- <https://healthwatchoxfordshire.co.uk/our-work/enter-and-view>

Key issues we are hearing from the public:

We continue to hear about the lack of access to NHS dentistry, GP waiting times and access, waiting times for Mental health services, autism diagnosis and SEND.

Healthwatch Oxfordshire’s Annual Impact Report for the year 2022-23 will be published at the end of June 2023, along with an online presentation event open to the public on July 4th 2-3 pm.

<https://healthwatchoxfordshire.co.uk/event/healthwatch-oxfordshire-a-celebration-of-our-work-over-the-past-year/>

Overview of Healthwatch Oxfordshire activity January – March 2023

Activity update

Overview of our achievements January – March 2023. For full report on Quarter 4 activity see here: <https://healthwatchoxfordshire.co.uk/about-us/board-papers-and-minutes>

Between **January and the end of March 2023** we heard from/engaged with **3,606 people**.

Points of note include:

- 92 people received signposting support
- 66 Feedback Centre reviews on our website
- 3,013 people actively engaged with our social media channels
- 392 people have been heard from during our outreach, research and engagement with voluntary and community organisations
- Reported on 3 Enter and View visits where we heard from 43 people this included service users and staff

Our support for **Patient Participation Groups** and Primary Care Networks, funded by Buckinghamshire, Oxfordshire and Berkshire West Integrated Care Board (BOB ICB),

continues. We continue to hold patient webinars including one at the end of March focusing on *'How is your health and care changing?'* with a presentation by Dan Leveson, Oxfordshire Place Based Director for BOB ICB and attended by 42 people. We attended 6 Patient Participation Group/Primary Care Network meetings and events over this period.

Outreach activity January – March 2023:

'On the streets' outreach to listen to the public took place at Thame Market, outreach with Rycote Patient Participation Group, Wallingford Health Fair, Carterton Warm Spaces and out on the street, Barton Health and Wellbeing Network café, Better Together Event for SEND (hosted by Oxfordshire Parent Carers' Forum).

We attended Oxford Community Champions events, and supported learning about how to comment and complain about health and care, and other health service information. We were at the Nuffield Orthopaedic Hospital as part of our regular hospital visits and we spoke to 112 people there. In all we heard from or contacted 257 people at these events.

Healthwatch Oxfordshire linked into [Oxfordshire Men's Health Partnership #30 Chats in 30 Days](#) campaign by having 30 conversations with working men in Carterton. During January we completed this outreach and spoke to a further 18 men in Carterton and published the report in February, with a total of 32 men engaged, the report is now available on our website.

<https://healthwatchoxfordshire.co.uk/summarised-reports/men-in-carterton-summary-report/> The report was shared with Oxfordshire Men's Health Partnership.

Signposting January to end March 2023

During this period **92 people** contacted us to tell us their experience of using services and to give their feedback. People contacted us about a range of services including NHS dentistry, GP services, mental health services and physiotherapy.

The **top three issues** people contacted us about were dental services, GPs and hospitals.

27 people got in touch to give us feedback on **dental services** – 26 people wanted help to **find an NHS dentist**.

GP services – 24 people contacted us to give us feedback on GP services, 10 of these needed help in registering with a GP. We signposted people to BOB ICB.

Healthwatch Oxfordshire reports to external bodies

We published reports to the Health Improvement Board (Feb 2023) Oxfordshire Health and Wellbeing Board (March 2023) and Oxfordshire Joint Health Overview Scrutiny Board (HOSC in February 2023). External bodies that we attend and these reports can be found online at: <https://healthwatchoxfordshire.co.uk/our-reports/reports-to-other-bodies/>

Priorities for 2023-24

Healthwatch Oxfordshire published its priorities and work plan for 2023-24 <https://healthwatchoxfordshire.co.uk/about-us/our-priorities/>. These were developed from a number of sources including what we hear from the public via face to face, feedback, and an online priorities survey in December 2022 - January 2023 (253 responses). See here for summary <https://healthwatchoxfordshire.co.uk/wp-content/uploads/2023/03/Priorities-survey-summary.pdf>), as well as review of health and social care policy developments, and reflections from our research projects.

Appendix A

What we have heard about Hospitals

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

We have produced a summary report from patient feedback via Healthwatch Oxfordshire online and paper forms on hospital care (Oxford University Hospitals NHS Foundation Trust) between **April 2022- May 2023**.

We heard from 109 patients during this time about the care they received at John Radcliffe, Horton, Nuffield and Churchill Hospitals.

- For all 109 reviews across all OUH hospital sites (Churchill, John Radcliffe, Horton and Nuffield Orthopaedic) overall **average rating was 4 stars** ('Good')
- Overall people **valued the care, professionalism and support from staff** across the hospitals
- People **valued clear communication** and information about their care
- People recognised the **pressures on hospital services** including on staff and waiting times. Some impact was reflected in quality of patient experience of particular services, for example in Accident and Emergency

- Comments for improvement reflected experiences of parking and disabled access parking, cleanliness, waiting times and support and facilities whilst waiting

"I will honestly say I enjoy coming there. Lovely staff, well looked after, and very understanding nurses, they work so hard, and they put you at ease"

"I received excellent communication from the consultant and don't think it could be improved"

"Parking an absolute nightmare. Makes you completely stressed before you enter the hospital for your appointment"

"PARKING - especially hard if the patient has mobility problems and needs picking up"

"From arriving at A&E in ambulance from leaving Abingdon I had first class service. Everything explained to me. GREAT SERVICE, ladies well done for keeping so calm"

"Although the waiting time was 4.5 hours on a Saturday evening, all of the staff were very professional, reassuring, friendly and kind. I felt that the atmosphere in the A&E department was of warmth and kindness which I really appreciated"

"Left in ambulance for an hour. Then hours in corridor"

"The staff on an individual level are doing their best to keep up with demand. But overall, the current system is not working. Waited over 18 hours to be seen by the psychiatric team during an acute suicidal crisis. Wasn't enough chairs in the waiting room, so I slept on the floor for most of that time"

Stories of Palliative and end of life care

In April, Healthwatch Oxfordshire had contact with Oxfordshire Palliative Care Network, Helen and Douglas House and also visited South Oxfordshire Palliative Care Hub to meet with members of the Sue Ryder nursing team.

To input into HOSC Agenda Item on end of life care, the following patient stories have been provided to Healthwatch Oxfordshire by Sue Ryder Foundation South Oxfordshire Palliative Care Hub with patient permissions: (**Note:** these were not collected by Healthwatch Oxfordshire)

Patient Stories: provided by Sue Ryder Foundation - South Oxfordshire Hub

Mark's Story

Mark's brother James was cared for by Sue Ryder nurses at home and then moved into Sue Ryder Duchess of Kent Hospice.

"My brother was always very sporty and active so it was a real shock for all of us when he was diagnosed with cancer in his spine at the age of 25.

James moved in with me and my family, then a Sue Ryder Nurse from the community team came to visit us, explaining what she could do for James and us. It was very difficult for all of us, but from day one she was amazing.

James had a wish list of things he wanted to do, including going abroad to watch some football matches and going on a cruise with all of his friends. The nurse was heavily involved in making it all happen, making sure he had any medication he needed, organising his medical notice to go abroad and arranging for him to have a blood transfusion if his platelets were low.

The nurses knew the stress I was under looking after James while holding down a full-time job, so they would also arrange for us to go to the hospice together to get massages with their complementary therapists which was great. Some of the hospice volunteers also made a special comfort blanket for my daughter.

James wanted to stay at home for as long as possible, but it got to the point where it was too difficult and going into the hospice would make things a lot easier for him. He was in the hospice for about a week and I was there every second of the day.

All the staff do their jobs to an amazing standard, but at the same time they have that extra human touch. James actually passed away on my daughter's birthday and that morning the nurses organised for a cake to be brought in so he could sing happy birthday to her with us.

After he passed away the support didn't stop there and the family support team at the hospice provided counselling for me and regularly checked up on me to make sure I was doing OK. They went one step further than they ever had to.

I think most people assume hospices are for older people, but they also care for patients who are younger than me and my friends. People forget about hospices until they need them and it's so important that people know about all the amazing care they provide"

Anita's Story

John was diagnosed with mesothelioma, a type of lung cancer, in January 2019. As his health deteriorated earlier last year and lockdown began, John was able to spend his final days at home with his wife Anita, with support of nurses from Sue Ryder Palliative Care Hub South Oxfordshire.

"I don't think I realised what it would be like as John's illness progressed. He really didn't want to go into a hospital or hospice - he wanted to be at home.

We were referred to Sue Ryder by the oncologist. To start with, they were just keeping in touch and he didn't feel that he needed much help as he was still fairly active. As it got closer to Christmas, he got weaker and we started to see more and more of the Sue Ryder team. It started with fortnightly visits and regular phone calls, and they also advised us on John's medication and an occupational therapist came out to us.

There was a stage where he was still active and we needed a wheelchair to get him out a little bit. A wheelchair arrived and I felt like we were really looked after. If we mentioned something, it was really well explained to us or another service would be recommended. It was so reassuring.

I found that when the Sue Ryder team came to visit, they always made John more comfortable than he had been before they arrived. When John was still able to speak he would say to them, 'I don't know why you do this', and they would say, 'Even small things can make such a big difference', and I felt that was very special.

I was always quite relieved to see the Sue Ryder Nurses. They made everything a bit easier. They were doing three visits a day – morning, afternoon and evening – near the end and I was also given a number to call for support at night time. I just didn't know what to expect with John's illness. I remember when the nurses first suggested we should get him a special bed; I couldn't believe it, but actually he needed it quite quickly. They just knew what they were doing"