

Healthwatch Oxfordshire report to Health Improvement Board 19 May 2022.

Presented By: Veronica Barry- Healthwatch Oxfordshire.

Amier AlAgab is now employed as Enter and View Officer at Healthwatch Oxfordshire, and as a result has stepped down as Ambassador to the HIB. We are in the process of recruiting a new Ambassador 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 seldom heard. We have increased our social media presence and output to raise the awareness of Healthwatch Oxfordshire.

Key Issues

Current work focus includes:

- Recent and forthcoming reports are on:
<https://healthwatchoxfordshire.co.uk/our-work/research-reports/>

Reports published since last meeting Feb 2022:

- *Using interpreting services*: views of service users and health professionals GP website review update. Followed by roundtable event for commissioners and agreements for joint promotions, and OUH piloting focus on interpreting within hospital maternity services.
- *Contacting your GP*: report presenting to Health Overview Scrutiny Committee (HOSC) forthcoming
- *Remote blood pressure monitoring* report
- *Listening to Chipping Norton* and surrounds

- *Rural Isolation* in Oxfordshire – a report with Communities First Oxfordshire
- **Enter and View** visits have recommenced, with recent visits to Eynsham Health Centre, Lloyds Pharmacy Eynsham and Long Hanborough Pharmacy. Reports forthcoming.

Community Researchers

- Work with **community researchers**, (*Community Participative Action Research- CPAR*) initiative supported by Health Education England (HEE) and Public Health England South-East. The two community researchers with Healthwatch Oxfordshire have now completed their work with the following results:
- Community researcher Omotunde Coker explored ***Black Women's experiences of maternity***, with conversations with women from Oxford's diverse and multi-ethnic communities. The **resulting film** can be seen here: https://www.youtube.com/watch?v=dWrLPS2Ublg&feature=emb_imp_woyt This was shown to midwives and Oxford University Hospitals and other health professionals, and members of the Maternity Voices Partnership at an event in March and conversations with the women who took part. Positive progress has been made in raising the voice of these women and their experiences, and in supporting the community outreach and understanding of maternity services. Omotunde continues to link into these networks and for change.
- Community researcher Nagla Ahmed explored ***views on healthy lifestyles among the Sudanese Community***. See report here: <https://healthwatchoxfordshire.co.uk/our-work/research-reports/> Hearing from 22 members of the community identified barriers to physical activity including need for more women only sessions in pools and gyms, and also identified need for more culturally appropriate outreach around physical activity and healthy eating programmes. Nagla is engaged in conversations to highlight the report to Oxford leisure providers.
- Wider **showcase event of this CPAR initiative** (HEE and NHS Improvement) across the S.E. takes place online from 10-12 May with presentations from all across S.E. who did community research. Places can be booked here: https://crowdcomms-ltd.reg.crowdcomms.com/South_East_CPAR_Showcase_Event
- Ongoing work with **Patient Participation Groups**, including regular newsletter, webinars and work linking to Primary Care Networks (PCN). A webinar on **Refugees and Asylum Seekers** was held for PPGs on 29th April, supported by Asylum Welcome.

Current surveys:

- Views on visiting care homes
<https://www.smartsurvey.co.uk/s/visitingcarehomes/>
- Getting prescriptions from pharmacies
<https://www.smartsurvey.co.uk/s/Gettingprescriptions/>
- Forthcoming Oxford University Hospitals Medical Helpline survey

Key issues we are hearing:

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

Key Dates

Priorities for Healthwatch Oxfordshire in 2022 are:

- Current development of targeted insight focus for 2022
- 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 Ambassador.
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