

Healthwatch Oxfordshire report to Health Improvement Board (HIB). 7th September 2023 Presented by Healthwatch Ambassador for the HIB **Robert Majilton**

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 surveys, outreach, community research, and work with groups including Patient Participation Groups (PPGs), voluntary and community groups and those who are seldom heard. We build on our social media presence and output to raise the awareness of Healthwatch Oxfordshire and to support signposting and encourage feedback. We ensure our communications, reports and website are accessible with provision of Easy Read and translated options.

Key Issues

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

- Healthwatch Oxfordshire **Annual Impact Report** (2022-23) presented in public on 4th July. Available here:
<https://healthwatchoxfordshire.co.uk/our-work/annual-reports/>

Enter and View reports and visits continue. Once complete, all reports and provider responses are available here: <https://healthwatchoxfordshire.co.uk/our-work/enter-and-view-reports/> including:

- Oxford Haemophilia and Thrombosis Centre (July 2023)

All recent reports are on our website: <https://healthwatchoxfordshire.co.uk/our-work/research-reports/>

Other activity:

- Healthwatch Oxfordshire has contributed to engagement with the public for new Health and Wellbeing Strategy development, leading on a programme of face-to-face outreach, and online across the county. To date we have heard from **over 1000 people** mainly through face-to-face contact at community events, play days, and on the streets. People told us their views on what supports health and wellbeing in the county and what

challenges they face. A report of what we heard will be shortly available on our website and presented to Health Overview Scrutiny Committee (HOSC). Emerging themes from our conversations include:

- **What supports wellbeing?** Themes included: Range of physical activity pursuits, access to green space, access to health care, family and community, access to healthy food.
- **What are the challenges?** Themes included: Cost of living (housing, employment, high costs), unhealthy food environment, and cost of healthy food, cost of accessing leisure centres and keeping fit, mental health support and waiting times, GP access and waiting, lack of NHS dentistry, poor public transport links and isolation.
- We also convened a **webinar session** online on 5th September for voluntary and community sector to give their views on what is important for the new health and wellbeing strategy, with support of Oxfordshire Community and Voluntary Action (OCVA). A video recording of this event will be available on our website.
- Our regular Healthwatch Oxfordshire **hospital stands** continue with recent visits to Nuffield and Churchill Hospitals to hear directly from members of the public.
- We will be working to focus on oral health in under 10's with additional support from Core 20 Plus 5 NHS funding.

Current and recent surveys:

- We are hosting and supporting two community researchers from Oxford Community Action through Health Education England **Community Participatory Action Research Programme** (Phase 2). They are exploring impact of cost of living and health inequalities through looking at insight from their emergency food provision support with training and mentoring as part of the programme.
- We are working to support Community First Oxfordshire in the coming months to explore experiences of rural health inequalities.

Key issues we are hearing:

- Continue to hear about access to mental health support, SEND provision, NHS dentistry, GP waiting and access and cost of living.

Key Dates

We are holding our **open forum** with our Board of Trustees on Tuesday 26th September from 4.30-5.30pm at Rose Hill Community Centre. Don O'Neal was appointed as new Chair taking over in June.

<https://healthwatchoxfordshire.co.uk/news/come-to-our-open-forum-on-tuesday-26th-september-and-have-your-say-on-local-health-services/>