

Healthwatch Oxfordshire Update March 2018

1. Introduction

The full Healthwatch Oxfordshire (HWO) Board has so far met once this year, on 9th January 2018. Minutes are available on Healthwatch Oxfordshire web page:

<https://healthwatchoxfordshire.co.uk/our-reports/board-papers-and-minutes/>

Subsequently, the CQC Oxfordshire Local System Review Report has been published. Healthwatch warmly welcomes this report, with its emphasis on joined-up working and system integration. We will press hard for its full implementation.

2. Health and Wellbeing Board Governance review

The Chair and Executive Director of Healthwatch met with the Leader of Oxfordshire County Council and the Chair of the Oxfordshire Clinical Commissioning Group as part of the HWWB's governance review. Our key messages were:

- Keep the main Board to maximum of 12 - 16 members including NHS Trusts
- Keep the Board focussed on strategy: delivery of the system working together
- Delegate routine matters as much as possible to the three sub-boards
- Meet more regularly in order to drive change forward
- Reduce the volume of board papers (we have reduced our report to lead the way!)
- This is an opportunity to explore new ways of involving wider representation

(Professor George Smith will talk to this point at the board meeting)

3 Healthwatch Oxfordshire web site

In late February we launched our new web site. The site offers a unique opportunity to service users to feedback their views, experiences and rate the services they have used. Services cover the whole range of health (hospitals, GPs, emergency, dentists) to care homes, home care, supported living and more. If a service is missing, then people can ask for it to be added. Information gathered will be analysed and reported to commissioners and service users. Service providers can respond to user comments.

4 Bicester Town updates

Following the publication of our report Healthwatch Oxfordshire arranged a workshop in February. The attendees included local district and town councillors, Oxfordshire Clinical Commissioning Group, Locality Chair, Oxford Health NHS Foundation Trust, Oxfordshire County council, South Central Ambulance Service NHS Trust and Bicester Healthy New Town. Outcomes included agreement to meet again in 6-12 months time to review progress against agreed actions including:

1. Improved dental access for people in Bicester
2. Improved signposting for people to understand what service to access where
3. Plans to increase GP services in Bicester
4. A strategic plan for the community hospital in Bicester
5. Improvements in access to CAMHS

5 Project Fund

HWO Project Panel met in early March and agreed to support two voluntary sector led proposals. These are:

1. Be Free Young Carers - research into the numbers, experiences, challenges and needs of young carers in Oxford City
2. Oxford Community Aqua Wellbeing C.I.C - research into the development of champions and peer led aqua rehab sessions for MSK sufferers in Oxford City.

6 Outreach activities

The focus of our activity in 2018 has been in Oxford City - particularly in Cowley, Blackbird Leys, Rosehill and Littlemore areas. A report will be available in April.

7 Voluntary Sector Forum December 2017

This Forum focussed on how Healthwatch Oxfordshire can better engage with the voluntary sector in Oxfordshire. HWO have made a commitment to improve our everyday engagement with the sector and will be launching a page on our web site before the next Forum meeting on the 27th March 2018. The March Forum meeting will focus on social prescribing with speakers from the Oxfordshire Clinical Commissioning Group and patient participation groups involved in social prescribing initiatives through out the county. Social prescribing is defined as “a means of enabling primary care services to refer patients with social, emotional or practical needs to a range of local, non-clinical services, often provided by the voluntary and community sector.” How it is delivered varies across the country.

8 Healthwatch correspondence

Since October 2017 HWO has written to:

- Oxford University Hospitals NHS Foundation Trust regarding A&E 4hour wait
- Oxfordshire County Council regarding changes to adult daytime support services
- BOB STP Lead regarding Stakeholder Engagement - joint letter with four BOB Healthwatch
- Oxford University Hospitals NHS Foundation Trust and Oxfordshire CCG regarding winter pressures, bed closures and delayed transfers of care

All correspondence and replies can be found on our web site at:

<https://healthwatchoxfordshire.co.uk/our-reports/campaigns-and-correspondence/>

A detailed summary of the letters and responses will be published in late March 2018.