

September 9th, 2021

Healthwatch Oxfordshire report.

Presented By: Amier Al Agab- Healthwatch Oxfordshire Ambassador.

Purpose / Recommendation

- For HIB members to note Healthwatch Oxfordshire's *Annual Impact Report (2020-1)* and accompanying film. This is available at: <https://healthwatchoxfordshire.co.uk/report/healthwatch-oxfordshire-annual-report-2020-21/>
- For questions and responses to be taken in relation to this report

Executive Summary

- Summary of the Healthwatch Oxfordshire Annual Impact Report is available at <https://healthwatchoxfordshire.co.uk/wp-content/uploads/2021/07/Annual-Impact-Report-summary-2021-22.pdf> and in meeting appendices

Background

Healthwatch Oxfordshire is continuing to listen to the views and experiences of people in Oxfordshire about health and social care. We continue to 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:

- Reports published since last meeting: *What people are telling us about the Covid 19 Vaccine* (based on 600 responses) and *Secret Shopper Exercise for Oxfordshire Adults Safeguarding Board*: carried out into raising a safeguarding concern about the welfare of a neighbour or other person with recommendations
- Forthcoming report and recommendations on access *Ear Wax treatment* for people in the county
- Current and forthcoming surveys: *Using Interpreters* for health and care appointments, and *Remote blood pressure monitoring* (evaluating BP@Home) and focus on *Primary Care Networks* and their engagement with community

- Work with community researchers, (*Community Participative Action Research*) with training support via initiative Health Education England (HEE) and Public Health England South-East
- Active participation in Covid Vaccine outreach planning group

Key issues we are hearing:

- Top three inquiries from the public are access to GPs, dentistry and mental health.
- Access to GPs continues to be a challenge, including via phone and online, and with long waiting times to be seen:

“Tried ringing, cut off three times. Waited 57 minutes to get an answer but a total of 1 hour and 20 minutes...!”

“I rang to ask for a GP appointment and after listening to the initial messages I waited 2 hours in the queue before speaking to someone. I was then told that I needed to ring before 10am to make an appointment”

“In one instance, when I asked that a GP contact me about an elderly client, it was a paramedic who returned the call and it was not what was needed nor what was requested. The GP has reassured me that I can contact him and speak with him but it is impossible most of the time to get through the reception to get him to contact me”

“Not great, takes ages to get back test results, had a CT scan and over two weeks later still waiting. Takes two or three days to get a telephone appointment”

“Tried to book an appointment with the receptionist her attitude was very sharp to be told there are no spaces left and to try the next day which I did and was told no spaces. It is to do with my cholesterol... I have had a stroke and it needs to be kept an eye on. I am over 70 years old. I am not phoning again”

Key Dates

Next steps:

Priorities for Healthwatch Oxfordshire in 2021-2 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

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