

Healthwatch Oxfordshire report to Health Improvement Board (HIB). 15th June 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 February, our current work focus includes.

Reports published:

- **Healthwatch Oxfordshire outreach at Oxford University Hospitals NHS Trust (OUH) 2022-3 Summary report** (March 2023)
- **Healthwatch Oxfordshire community outreach visits 2022-3** (April 2023)
- **Summary report- what we have heard about OUH Hospitals April 2022-May 2023** (June 2023)
- **Long COVID** (May 2023)

50 people responded to our short survey promoted between February and March 2023. This report gave insight into impact of Long COVID on people's lives, their physical and mental health, access to NHS treatment, and experience with care. Seven people shared their stories in depth. We have since met with health professionals from OUH Long Covid service to discuss the report insights and how this can inform approaches to care.

- A '**mystery shopper**' report on access to NHS dentistry in Oxfordshire <https://healthwatchoxfordshire.co.uk/news/accessing-nhs-dentists-in->

[oxfordshire/](#) a spot check to assess NHS dentists accepting adult and child patients during one week in April

- The **first two of three podcasts** have been released following work with **Oxfordshire Youth** to hear young people's views on health and care <https://healthwatchoxfordshire.co.uk/our-work/our-podcasts/> The third episode will be published in June. Created by young people themselves on topics of importance to them.

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:

- Renal Dialysis Unit (March 2023)
- Accident and Emergency John Radcliffe (April 2023)
- Oxford Children's Hospital (April 2023)
- Langford View Care Centre, Bicester (May 2023)

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

Other activity:

- Continued work with **Patient Participation Groups (PPGs)**, including regular newsletter, webinars, visits to PPG meetings, and work linking to Primary Care Networks (PCN) and patient outreach. (see here: <https://healthwatchoxfordshire.co.uk/ppgs/>)
- We hosted an **Healthwatch Oxfordshire Open Forum on 23 May** for members of the public to meet our Board of Trustees, hear about our work and ask any questions.
- **Quarter 4 activity report** and summary available here: <https://healthwatchoxfordshire.co.uk/about-us/board-papers-and-minutes/>
- **Patient Information webinars** (March and May) for members of the public and others to hear from Governor and Operations Manager included presentations from Dan Leveson Place Based Partnership Lead for Oxfordshire (Buckinghamshire, Oxfordshire and Berkshire West Integrated Care Board) and from South Central Ambulance Service (SCAS) The video link will be available here: <https://healthwatchoxfordshire.co.uk/ppgs/patient-webinars/>
- **'On the street'** outreach and links with groups including Witney Pride, Wantage Wellbeing Event and Oxford Community Champions
- Our regular Healthwatch Oxfordshire **hospital stands** continue with recent visits to Churchill, Nuffield, and Women's Hospital to hear directly from members of the public.

Current and recent surveys:

- We recently closed a survey on **Podiatry and Footcare** – report to follow.
- We are starting another year as host organisation supporting community researchers through Health Education England **Community Participatory Action Research Programme** (Phase 2). We will be working with two community researchers from Oxford Community Action to focus on impact of cost of living and health inequalities from May 2023– May 2024 with training and mentoring as part of the programme.

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

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/>

Report by: Veronica Barry and Robert Majilton – Healthwatch Oxfordshire, June 2023

