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Healthwatch Oxfordshire's Annual Impact Report

Our **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/> The report will be available online on the 4th July. Members of the Health and Wellbeing Board have been invited.

Healthwatch Oxfordshire reports to external bodies

Since the last Health and Wellbeing Board meeting in March 2023 we published our reports to the Health Improvement Board (Feb and June 2023) Oxfordshire Health and Wellbeing Board (March 2023) and Oxfordshire Joint Health Overview Scrutiny Board (HOSC in February and April 2023) and Oxfordshire Place Quality Committee. External bodies that we attend and these reports can be found online at: <https://healthwatchoxfordshire.co.uk/our-reports/reports-to-other-bodies/> . We also attend Oxfordshire Place Based Committee (Buckinghamshire, Oxfordshire and Berkshire West Integrated Care Board).

Healthwatch Oxfordshire reports to date

<https://healthwatchoxfordshire.co.uk/reports> Since the last meeting in March we have published the following reports:

- Healthwatch Oxfordshire outreach at Oxford University Hospitals 2022-3 (March 2023)
- Healthwatch Oxfordshire community outreach visits 2022-3 (April 2023)
- **Long COVID** (May 2023)
- **What you told us about hospitals** April 2022- May 2023 summary of online feedback

We also produced:

- 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. Presented at HOSC in April.
- **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/>.

We published three **Enter and View** reports on visits to different services:

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

<https://healthwatchoxfordshire.co.uk/our-work/enter-and-view/>

Our support for **Patient Participation Groups** and Primary Care Networks, funded by Buckinghamshire, Oxfordshire and Berkshire West Integrated Care Board (BOB ICB), continues. We attended 6 PPG/PCN meetings and events Jan-Mar. We held two patient webinars including one at the end of March focusing on '*How is your health and care changing?*' with presentation by Dan Leveson, Oxfordshire Place Based Director for BOB ICB and attended by 42 people. On 26th May we heard about the work of South Central Ambulance Service. Webinar recordings available <https://healthwatchoxfordshire.co.uk/ppgs/patient-webinars/>

Our work in numbers January - March 2023 (Q4)

Between January and March 2023 we:

- Heard from or engaged with **3,606** people
- Gave advice and information about local services to **92** people
- Received **66** reviews for **35** services via our Feedback Centre
- Had **3,013** people actively engage with our social media channels
- Reported on **3** Enter and View visits where we heard from **43** people
- Engaged with **15** voluntary or community groups reaching **76** people

Social media reach We have active social media presence, and links to local community groups and networks.

- Facebook – **17,393** reach
- Twitter – **9,784** impressions
- LinkedIn – **67** page views, **1614** impressions
- Instagram – **1,098** reach

Total social media followers – **3,013**

Our priorities for 2023-24

Healthwatch Oxfordshire published its priorities and work plan for 2023-24 <https://healthwatchoxfordshire.co.uk/about-us/our-priorities/>. These were developed from a number of sources, including what we hear from the public via face to face, feedback, and an online priorities survey in December 2022 - January 2023 (253 responses. See here for summary <https://healthwatchoxfordshire.co.uk/wp-content/uploads/2023/03/Priorities-survey-summary.pdf>), as well as review of health and social care policy developments, and reflections from our research projects.

Our priorities for 2023-24, to help us achieve our goals and strategy statement, are to:

1. Continue to raise with commissioners and individual providers issues regarding access to all services.
2. Challenge commissioners to involve patients and communities in the review, development and delivery of all services with a focus on NHS dentistry, GP services, Adult and Children's Continuing Care services, adult and child mental health services.
3. Design and deliver a project on rural isolation focusing on digitally excluded individuals/communities alongside a third sector organisation/s.
4. Explore with seldom heard communities how Healthwatch Oxfordshire can increase its profile within these communities and identify main concerns about accessing and experiences of health and care services.

Outreach activity January – March 2023:

'On the streets' outreach to listen to the public took place at Thame Market outreach with Rycote Patient Participation Group, Wallingford Health Fair, Carterton Warm Spaces and out on the street, Barton Health and Wellbeing Network café, Better Together Event for SEND (hosted by Oxfordshire Parent Carers' Forum). We attended Oxford Community Champions events, and supported learning about how to comment and complain about health and care, and other health service information. We were at the Nuffield Orthopaedic Hospital as part of our regular hospital visits and spoke to 112 people. In all we heard from or contacted 257 people at these events.

Healthwatch Oxfordshire linked into this and supported its #30 Chats in 30 Days campaign by having 30 conversations with working men in Carterton. During January we completed this outreach and spoke to a further 18 men in Carterton and published the report on this in February, with a total of 32 men engaged, now available on our website. <https://healthwatchoxfordshire.co.uk/summarised-reports/men-in-carterton-summary-report/> The report was shared with Oxfordshire Men's Health Partnership.

Key issues we are hearing from the public:

We continue to hear about NHS dentistry, GP waiting times and access, and SEND.

Signposting January to end March 2023

During this period **92 people** contacted us to tell us their experience of using services and to give their feedback. People contacted us about a range of services including NHS dentistry, GP services, mental health services and physiotherapy.

The **top three issues** people contacted us about were dental services, GPs and hospitals.

27 people got in touch to give us feedback on **dental services** - 26 people wanted help to **find an NHS dentist**.

GP services - 24 people contacted us to give us feedback on GP services, 10 of these needed help in registering with a GP. We signposted people to BOB ICB.

Healthwatch Oxfordshire KPIs 2022-23 – Quarter 4 January to end March 2023

A more detailed report on impact and outcomes for Quarter 4 Jan- March 2023 can be seen in our reports presented at our public open forum in May <https://healthwatchoxfordshire.co.uk/about-us/board-papers-and-minutes/>

- We closed one survey on Long COVID during this period. (The report is now on our website, published May 2023). We published four reports during this period Q4: Leaving Hospital with Medicines, Men in Carterton, Outreach activity report 2022-23 and Hospital Stands Outreach report 2022-23.
- January - March 2023 we engaged with 15 voluntary / community groups reaching 76 people. We have exceeded the target number of voluntary groups engaged.
- We carried out eleven Enter and View visits during the year and published three Enter and View visit reports in Q4. Eight reports have been published over the year and the remaining three reports will be published in Q1 of the next year (Apr-Jun 2023).
- We were slightly below our online feedback on services target for the year. Previous years' feedback had been higher due to COVID-19 vaccination reviews.

Appendix: Reports published in Q4 Jan-March 2023.

Where reports contain recommendations, we will follow up progress with commissioner or service provider at six and twelve months. Note: reports below do not include Enter and View reports.

Report	Recommendations	Response to recommendations	Impact/ outcomes
Leaving Hospital With Medicine January 2023	<ul style="list-style-type: none"> • Review communication and promotion of the Medicines Helpline • Seek patient input into the written communication and instructions for patients about medicines taken home • Review and improve discharge process within hospital • Review and ensure patients have clear communication about follow up prescriptions and 	Oxford University Hospitals NHS Trust (OUH) responded to each recommendation in turn. Responses can be seen in the report on https://healthwatchoxfordshire.co.uk/our-work/research-reports/	Found very few patients aware of Medicines Helpline- commitment by OUH to promote better and to make messaging more patient focused

	where to turn once left hospital		
Men in Carterton – March 2023	No recommendations but key insights into barriers faced by men in accessing support, and language used to communicate	Shared with Men’s Health Partnership and service commissioners	Planned focused activity in development in partnership for 2023-4 with Men’s Health Partnership for coming year
Outreach at Oxford University Hospitals (OUHT) 2022-3 – March 2023	Themes: Parking, waiting times, interpreting services, waiting times, excellent care by clinical staff	Presented at Oxfordshire Place Based partnership, and used in OUHT to inform and understand patient views	Spoke to 354 people about their views on health and care services during four visits to OUHT Hospitals, and fed back to provider.
Healthwatch Oxfordshire community outreach visits 2022-3	Themes: Access to GP, access to NHS dentistry, Rural and social isolation, access to mental health services, earwax removal, digital exclusion.	Shared with health and social care commissioners	Spoke to 663 people during outreach visits across the county, and fed back to health and care commissioners.

Update on current work (June 2023)

- We will be supporting the Health and Wellbeing Board in hearing from the public to feed into the refreshed Health and Wellbeing Strategy over the coming months.

- We were successful in our application to Health Education England/ NHS England South East to act as host to support two community researchers from Oxford Community Action, taking part in the Community Participatory Action Research programme phase 2 across the South East region. Researchers will be developing projects over the coming year focused on impact of cost of living.