

Healthwatch Oxfordshire Report to Health and Wellbeing Board – December 2023

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Healthwatch Oxfordshire Board

- We held **Open Forums** on September 21st and November 21st for people to meet our Board of Trustees, ask questions and hear about our work and activities, including our Q1 and Q2 activity summary reports.

<https://healthwatchoxfordshire.co.uk/about-us/board-papers-and-minutes/>

Healthwatch Oxfordshire reports to external bodies

Since the last Health and Wellbeing Board meeting in September 2023 we published our reports and attended: Health Improvement Board (Nov 2023 with lay ambassador representative), Oxfordshire Joint Health Overview Scrutiny Board (HOSC) (Nov 2023), Oxfordshire Place Quality Committee and Oxfordshire Safeguarding Adults Board. 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 Partnership (Buckinghamshire, Oxfordshire and Berkshire West Integrated Care Board) among other ICB committees.

Healthwatch Oxfordshire research and insight reports

All our reports can be seen here: <https://healthwatchoxfordshire.co.uk/reports> Since the last meeting we have published the following reports:

- ***Community Research in Oxfordshire - an overview (Nov 2023)***

During July and August 2023 we spoke to local community groups and organisations to gain an insight into views about community research and to map some of the work that has already been carried out in the county. We wanted to ensure these views were captured to help inform and influence the development of a new community research network for the county.

We carried out interviews with 10 community members, and 11 representatives from statutory health and care, local authority, academic and voluntary sector organisations. Our conversations highlighted common and contrasting views and perspectives on community research and what a network might bring to Oxfordshire.

Community members told us loud and clear that communities are tired of research 'on them' and not 'with them', and that things must change, if solutions to some of the pressing challenges are to be found. Based on the voices we heard from community members, we identified four key principles that could underpin an Oxfordshire community research network. These would be:

- Nothing about us without us.
- Commit to action.
- Value lived experience and time.
- Be open, transparent and accountable.

A full long read report, a shorter read version, a report summarising views we heard from community members, a two-sided summary of this work and an Easy Read report of this work are available at

<https://healthwatchoxfordshire.co.uk/report/community-research-in-oxfordshire-november-2023/>

Other reports published:

- September 2023: '**What people have told us about footcare in Oxfordshire**'. Brief survey report of views on podiatry and footcare. <https://healthwatchoxfordshire.co.uk/report/what-people-have-told-us-about-foot-care-in-oxfordshire-september-2023/>
- October 2023 '**What people told us about joined up care**' giving insights into people's experiences of continuity of care and joined up support. <https://healthwatchoxfordshire.co.uk/report/how-people-experience-joined-up-care-in-oxfordshire-october-2023/>

Both these reports were shared in discussion with Oxfordshire Place Based Partnership meeting.

- November 2023 '**What you told us about Primary Care**' a summary of what we have heard via online and phone feedback in the past year about primary care – to feed into the Buckinghamshire, Oxfordshire and Berkshire West Primary Care Strategy development. <https://healthwatchoxfordshire.co.uk/report/what-you-told-us-about-primary-care-november-2022-october-2023/>

We made one **Enter and View** visit in September (Abingdon Surgery) and have published **reports** from previous visits:

- Haemophilia and Thrombosis Centre (OUHT) (July 2023)
- Horton General Hospital Day Case Unit (OUHT) (Sept 2023)

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

- We have received funding from **NHS Core 20 Plus 5** via the BOB ICB to support us to reach community connectors to hear about challenges in oral health for under 10's. This project takes place until March 2023.
- We hosted a **webinar on** November 9th attended by **68** members of the public to hear from members of the Health and Wellbeing Board (Cllr Liz Leffman, David Munday and Dr Sam Hart) about the new strategy and to give their views. This webinar can be seen here: <https://healthwatchoxfordshire.co.uk/news-and-events/patient-webinars/>

Other activity summary July – Sept 2023 (Q2)

Between July and September 2023 we:

- Gave advice and information on the phone and email about local services to **53** people. The top concerns were GP services, hospitals, social care and dentistry.
- Received **68** reviews for **31** services via our online Feedback Centre and received **74** responses to reviews from service providers (some responses were for reviews received the previous quarter). In this way people can see how their comments and feedback are taken seriously and can help to improve services for all.

Example of Feedback Centre provider response: a person left a review of problems getting appointments with Connect Health (CH) – we published this. We sent the review to Connect Health and with reviewer’s consent shared their details with CH who resolved the issue. Here is the provider’s response:

“Hi, Thank you for sharing your details with me to allow me to investigate this further for you. I’d also like to apologise for the inconvenience you encountered when attempting to book a follow-up appointment. I’ve reviewed the notes and personally made some changes to the diary to accommodate an appointment for you at your preferred site, as discussed. I’m really sorry you’ve experienced issues with booking, and I will be speaking to the clinicians to inform them that requesting the patient books the follow-up appointment is not appropriate at sites with limited availability. In this case, it likely occurred as your original appointment was undertaken virtually. Thank you for your cooperation to support me to look into this for you. I am confident we are both now satisfied the issue has been resolved”.

- We made **1 Enter and View** visit where we heard from members of the public and staff. As above we published **2** reports.
- In addition, we visited the Churchill Hospital, Nuffield Orthopaedic as part of our regular **hospital visits**, speaking to **157** people during these two visits.
- We have active social media presence, and links to local community groups and networks. We also reach people through community networks, parish and other news, voluntary sector, through ongoing communications including fortnightly news bulletin. Our website has up to date resource and information on health and care.
- Building on our outreach work to hear from **working men in Carterton**, we have supported development of plans for further focused work on men in West Oxfordshire via the Oxfordshire Men’s Health Partnership taking place currently.
- NHS South-East **Community Participatory Action Research** (CPAR2) Programme Phase 2 with Healthwatch Oxfordshire acting as host organisation to two community researchers during 2023–4. The researchers from Oxford Community Action will focus over the year on learning research skills and exploring challenges from the impact of the cost of living and impact on black and minority ethnic communities. They will be focusing on food poverty and working with other food groups in OX4 Food Crew (Oxford Mutual Aid and Waste2Taste). We have been contributing insight to the development of an Oxfordshire Community Research network and reaching out to communities to hear about their views (See report).

- We continued our programme of outreach visits to speak to people about their experiences of using health and social care services, (in addition to that undertaken across the county in the engagement for the Health and Wellbeing Strategy) including for example, attending the Action Deafness Coffee morning, (where we heard about ongoing challenges for BSL speakers to access interpreters), Abingdon Health Fest, Witney Pride, Kidlington Larder and Corn Hill Centre Banbury.
- Our support for **Patient Participation Groups (PPGs)** continues with bi-monthly newsletters, regular emails and links to PPGs.
- We held two **patient and public webinars** with Connect Health and Reducing the Risk (domestic violence) in Autumn. These can be seen here: <https://healthwatchoxfordshire.co.uk/ppgs/patient-webinars/>
- As noted in the last meeting, Healthwatch Oxfordshire as independent member of the Oxfordshire Health and Wellbeing Board, undertook engagement to hear from ‘the people on the street’ and to feed their views into the new health and wellbeing strategy. We **reached over 1,124 people** between July and September, the **majority through face-to-face** outreach. A **detailed report** and what we have heard from all we spoke is available here: <https://healthwatchoxfordshire.co.uk/report/health-and-wellbeing-board-strategy-engagement-report-september-2023/>
- Our **Annual Impact Report** for the year 2022-23 was presented at an online presentation event open to the public in July. The report, Easy Read report and video recording of the event can be found here: <https://healthwatchoxfordshire.co.uk/report/healthwatch-oxfordshire-annual-impact-report-2022-23/>