

Healthwatch Oxfordshire report to Health Improvement Board (HIB)

29 February 2024

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 November, our current work focus includes:

- **What you told us about primary care November 2022–October 2023**, available here: <https://healthwatchoxfordshire.co.uk/report/what-you-told-us-about-primary-care-november-2022-october-2023/>

This report gives a summary of feedback to Healthwatch Oxfordshire from members of the public about primary care services – GP practices, pharmacies, opticians and dentists – in Oxfordshire. Between November 2022 and October 2023, we heard from 282 people by phone, email and via our online and paper ‘Have your say’ forms. We heard that:

- Some people were very happy with primary care services, while others had had negative experiences.
- People valued the high quality of care they received and the kindness and professionalism of staff. They recognised the pressure that primary care staff are under.
- Many of the problems people told us about were to do with access – such as easily making an appointment with a GP, collecting a prescription or registering with an NHS dentist.

- **Maternal mental health in Oxfordshire**, available here: <https://healthwatchoxfordshire.co.uk/report/maternal-mental-health-in-oxfordshire-december-2023/>

This report is based on data from a national survey by Healthwatch England, looking at the responses of 45 Oxfordshire women who gave birth between April 2020 and the end of 2022. The report highlights:

- The impact of the COVID-19 pandemic on maternal health care.
- Some women had problems accessing mental health support during or after pregnancy, with several women reporting long waits for referrals to specialist services.
- Women also had mixed experiences of support for their mental health from maternal health care professionals, including a lack of attention to mental health in their postnatal GP consultation.

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:

- Abingdon Surgery (November 2023)
- Podiatry Service at Wallingford Community Hospital (December 2023)
- Inpatient Unit at Didcot Community Hospital (January 2024)

All recent reports are on our website:

<https://healthwatchoxfordshire.co.uk/reports>

Other activity:

- We convened two **webinars (Dec and Feb)** to enable Oxfordshire residents to provide feedback on Buckinghamshire, Oxfordshire and Berkshire West Integrated Care Board's new Primary Care Strategy. Video recordings of these events are available on our website. <https://healthwatchoxfordshire.co.uk/news-and-events/patient-webinars/>
- Our regular Healthwatch Oxfordshire **hospital stands** continue with a recent visit to the Nuffield Orthopaedic Hospital to hear from members of the public.
- We are supporting **My Life My Choice** to set up a user led Health Voices Group to ensure the voices and experiences of people with a learning disability are heard by commissioners and providers.
- Our staff focus on general and targeted outreach to listen to and build relationships with community and grassroots groups. What we hear from people, feed into the overall intelligence gathered, picks up on emerging

themes, and supports specific project theme focus. Recent face to face outreach has included: Brize Norton RAF Health and Wellbeing Day, street outreach in Witney speaking to working men, OUH Governors event, Oxfordshire Youth, Wantage Hospital stakeholders' group, Banbury (Grimsbury) Asian Women's group and Banbury Young Homeless Project.

Current and recent surveys:

- Focus via **Core 20 Plus** funding, we are working with community connectors - community members in Banbury Ruscote and Neithrop - to hear from parents and carers about supporting oral health in under 10's. We are running an online survey to hear from parents and carers of children with SEND about their experiences of helping their children look after their oral health. We are also hearing from some parents more in depth through interviews and focus groups.
- We are currently hearing from people involved in **Patient Participation Groups** across the county, via an online survey, to learn how groups are working and identify support needs.

Our **community research** project, part of the NHS South-East Community Participatory Action Research (CPAR2) Programme Phase 2, is progressing well. We support two community researchers from Oxford Community Action (OCA). They reached 166 members of OX4 Food Crew, (including OCA, Oxford Mutual Aid and Waste2 Taste) to hear about experience of food insecurity. A final report and film will be launched later in 2024. We continue to support the development of the Oxfordshire Community Research Network, and share our learning of this approach.

Key issues we are hearing:

- Access to and quality of mental health support for adults
- Waiting times for CAMHS and SEND assessments
- Access to NHS dentists
- Access and waiting times for GP appointments
- The cost of social care for older people
- The cost of living
- Health inequalities, including challenges faced by people with complex long-term conditions, people experiencing homelessness and people who need interpreting support.

Our priorities for 2024-5 will be published shortly on our website

<https://healthwatchoxfordshire.co.uk/about-us/our-priorities/>