

# healthwatch

## Oxfordshire

## Activity update, April to October 2016

### What do we do?

Healthwatch Oxfordshire was set up on April 1 2013, as a result of the Health and Social Care Act 2012. Healthwatch Oxfordshire sits alongside 151 other local Healthwatch across the country.

Healthwatch Oxfordshire hears what children, young people and adults have to say about health and social care services, whether that is praise,

criticism or ideas for improvement. We strengthen the collective voice of patients and the public, so that service providers and commissioners listen to what they have to say.

We then hold them to account on how they use the information we provide to shape, inform and influence service delivery and design.

### Outreach



Healthwatch Oxfordshire maintains a busy programme of attending events across the county, ranging from community play days, markets, conferences, and even a football match at the Kassam Stadium, home of Oxford United, where we were able to speak to men about their health concerns.



Your voice on health and social care

### Reaching people

Since April we have spoken to at least 400 individuals and 16 organisations about their experiences of health and social care services in Oxfordshire.

The main recurring themes we have been hearing included:

- Support and waiting times for people with mental health problems
- Waiting times and access to make an appointment with a GP
- Praise for many individual GP surgeries
- Long waits for some hospital outpatient services such as cardiology
- Poor communications from hospitals

### Contact us

By phone: 01865 520 520

By email: hello@healthwatchoxfordshire.co.uk

Online

[www.healthwatchoxfordshire.co.uk/share-your-experiences](http://www.healthwatchoxfordshire.co.uk/share-your-experiences)

Write to us:

Healthwatch Oxfordshire

The Old Dairy, High Cogges Farm

High Cogges, Witney OX29 6UN

Facebook: [www.facebook.com/HealthwatchOxfordshire](http://www.facebook.com/HealthwatchOxfordshire)

Twitter: [@healthwatchOxon](https://twitter.com/healthwatchOxon)

## Reports

Healthwatch Oxfordshire researches and writes reports on current issues in the local health and care services, and also supports other organisations to do the same.

So far this year, we have published reports on:

**Experiences of using Minor Injuries Units in Oxfordshire.** This report found that in general people were happy with the service they received from these units and were using them appropriately. However, we recommended that better signposting was needed to raise awareness of these units.

**Gypsy and Traveller Community Experiences of Healthcare in Oxfordshire.** seAp was awarded a grant from Healthwatch Oxfordshire to carry out a project looking into how members of the Gypsy and Traveller community in Oxfordshire access health services, and their experiences of the NHS. The project also looked at the experiences of the health professionals who treat and support the travellers to understand better the issues from their perspective.

**Primary health care services for refugees, asylum-seekers and vulnerable migrants in Oxford city.** This report was produced with the support of Healthwatch Oxfordshire, and explored the primary healthcare needs of asylum-seekers, migrants and refugees in the city of Oxford, as there was anecdotal evidence that this group, were among those facing the greatest barriers in accessing services. This group, one of the most marginalised and disadvantaged in society, also tends to live in the most deprived areas.

All reports are available online at <http://healthwatchoxfordshire.co.uk/>

## Annual report

Healthwatch Oxfordshire's annual report was published in June and outlines our activities for the financial year 2015/16.

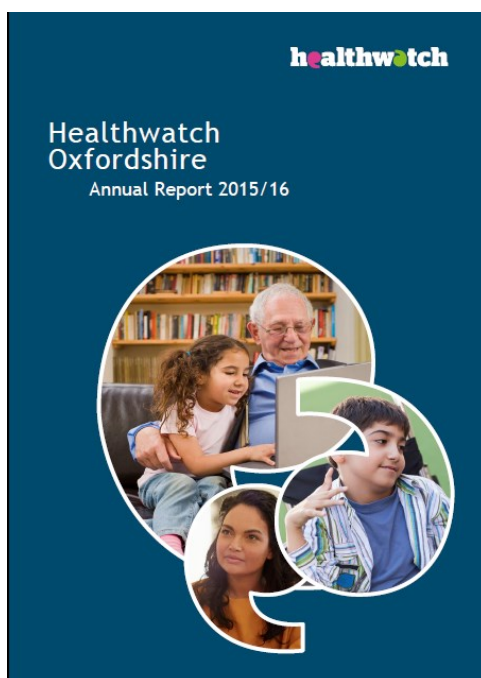
The report highlights how we have contributed to improvements in local health and social care services, through the publication of reports on **Dignity In Care**, and **Improving Discharges from Hospital**.

The full report is available on our website or we can send you a paper copy on request.

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[www.healthwatchoxfordshire.co.uk/join-our-mailing-list](http://www.healthwatchoxfordshire.co.uk/join-our-mailing-list)

Your voice on health and social care



## Looking ahead

We have a workplan in place to enable us to fulfil our mission and work towards our vision, we will:

- \* Find out about local people's experiences of using local health and social care services.
- \* Use information about local people's experiences to provide independent and informed advice to relevant local and national organisations about how local services need to change.
- \* Help to hold those in charge of local health and social care services publicly to account for their agreement to improve services, and to formulate policy and strategy, in line with our advice.
- \* Provide advice and information to individuals about access to local care services.

Forthcoming work is planned to include a project to assess the affect on services of cuts by Oxfordshire County Council. We sit on the Health And Wellbeing Board, Health Improvement Board, Transformation Board, and Townlands Stakeholder Reference Group.

In addition to reporting to the Health Overseeing and Scrutiny Committee, we will continue to act as the Healthwatch Thames Valley representative on the BOB STP Leaders Group and NHS Thames Valley Priorities Committee, and CQC Quality Surveillance Group.