

Healthwatch Oxfordshire Update
Oxfordshire Health and Wellbeing Board
19th March 2020

1 Update on activity

- The period between October and the end of December saw Healthwatch Oxfordshire hear from 1,778 people using various approaches, including face-to-face, out and about in Bicester and Didcot, attending events, visiting local groups and organisations, talking to students, through signposting, Feedback Centre, carrying out Enter & View visits. More than 280 people completed questionnaires about experiences of mental health services or boaters' experiences of accessing health and social care services.
- Our use of social media is increasing our reach into different communities and raising the profile of Healthwatch Oxfordshire. Between October and end of December 2019 more than 3,000 people engaged with our Facebook page and 281 'liked' it. Whilst Twitter recorded 24,369 impressions, a record for us in a three-month period.
- Between September 2019 and the end of January 2020 we published 15 research and Enter & View reports that are available on our website. These include:
 - *'I just want to talk to someone'* secret shopper exercise to identify how easy (HARD) it is for a member of the public to raise a concern about a vulnerable adult. As a result of this exercise there is a commitment from the Oxfordshire Safeguarding Adults Board (OSAB) partners to improve the process. Healthwatch Oxfordshire will repeat this exercise in April and report back to the OSAB.
 - We also published 13 Enter & View Reports on visits that covered acute mental health services and voluntary sector mental health services. The impact and outcomes of these visits is included in the service response section of each report. The intelligence gathered will contribute to our overarching report on what we have heard about experiences of mental health services, to be published in April 2020.
- In February we launched our report on 'Boaters experience of accessing health and social care services'. The round table event held in the museum at Tooley's Boat Yard, Banbury was attended by more than 20 people of whom half were boaters themselves. Actions that have been agreed include

the production of a GP Policy for Boaters, Gypsies, and Travellers' regarding rights to registration and access to GP services; the production of a guide to GP surgeries along the canals and rivers of Oxfordshire - perhaps adapting the leaflet produced by Oxford City Council and OCCG last year; Healthwatch to discuss with local GPs in Banbury how they can best support the boater community including postal address - one of the key findings of the research that creates a barrier to accessing services and receiving mail about appointments.

- Current planned activity includes:
 - Working with leaders of some BAME groups in Oxford to research how their communities identify and support wellbeing.
 - Working with the Sunshine Centre Banbury and surveying parents of 0-5year old children across the county about their experiences of accessing support for their children's wellbeing.
 - Enter & View monitoring of responses to recommendations

Activity outside of our core grant-in-aid agreement - all of which enhances our ability to hear from people about their experiences of health and social care and contributes to our role of informing and influencing service improvement and development. Includes:

- A. **Patient Participation Groups (PPGs) Forum** was held in October 2019 with 46 PPG members attending. This was the first Forum meeting that focussed on the development of Primary Care Networks. We plan to hold another Forum in July 2020 - possibly across the county with PCN Directors, practice managers, and PPGs working together.
- B. **OWN (Oxfordshire Wellbeing Network)**. An open letter to the HAWB and Growth Board has been sent by Healthwatch Oxfordshire on behalf of OWN to ask the key question - 'What is the county doing about transport in order to reduce isolation, enable ease of access to health and social care services'? The next OWN event will be held in early June when we will report back on the response to the letter to the Growth Board and Health and wellbeing Board.
- C. **Buckinghamshire, Oxfordshire and Berkshire West ICS (BOB)** have agreed to fund a dedicated role to support the five BOB Healthwatch. Healthwatch Oxfordshire will act as the employer and the 5 Healthwatch with BOB ICS will oversee the project.
- D. **'Paying for your social care'** research into people's experience of the 2018 OCC policy review of people's financial contributions to social care; and how communication with people about services could be developed.

2 Plans for 2020-21

Our strategy, operational plan, and KPIs for 2020-21 are now on the Healthwatch Oxfordshire our website.

Points of note:

1. Social care is our adopted theme for 2020-21. An initial survey is already underway to identify the public's three top concerns about care services. The survey findings will help to inform our planned activities. You can complete the survey here <https://www.smartsurvey.co.uk/s/8Z31J/>
2. We to plan to deliver geographical events in Didcot, Chipping Norton, and Oxford.
 - a. Didcot activity will focus on the growth areas - particularly Great Western Park in order to hear from people moving into a new housing development and their experiences of accessing health and social care services locally.
 - b. Oxford will form part of our targeted approach to hear from those communities seldom heard. We are adopting a new strategy to reach those communities by dedicating staff resource in the community so giving us a chance to make connections, build confidence and credibility in Healthwatch Oxfordshire.

3 Meetings between September 2019 and February 2020 include:

Health and Wellbeing Board member organisations regarding OWN

Oxford Health NHS Foundation Trust

Health and Wellbeing Board

Health Improvement Board

Children's Trust

Health Overview Scrutiny Committee

OX12 Stakeholders Group

Young Carers Round Table response to report

Healthshare

Oxfordshire Safeguarding Adults Board, and Communications Group, Oxfordshire

Children's Safeguarding Board Joint Priorities meeting

Patient Participation Groups across the county

CQC - Webinar re CQC Future Strategy, and CQC 6 weekly managers / Healthwatch telephone meeting

Thames Valley Quality Surveillance Group

West Oxfordshire Health and Wellbeing Partnership

Oxfordshire Clinical Commissioning Group - Quality Committee, Primary Care Commissioning Committee

POhWER - the newly commissioned advocacy services for NHS services in the county

Oxfordshire Prevention Concordat for Better Mental Health

Oxford Brookes University

Joint Strategic Needs Assessment Steering Group

Buckinghamshire, Oxfordshire, and Berkshire West Integrated Care System (BOB ICS) Delivery Oversight Group, Communication Group, Programme Management Board

Oxford City Council

Healthwatch England Conference

Note: the above does not include meetings with community and voluntary organisations