

18th November 2021

Healthwatch Oxfordshire report.

Presented By: Amier Al Agab- Healthwatch Oxfordshire Ambassador.

Purpose / Recommendation

- For questions and responses to be taken in relation to this report

Executive Summary

- Summary of Healthwatch Oxfordshire activity between September and end October 2021. A full report will be included in papers to the Healthwatch Oxfordshire Board meeting on 30th November 2021.

Background

Healthwatch Oxfordshire is continuing to listen to the views and experiences of people in Oxfordshire about health and social care. We continue to use a variety of methods to hear from people including survey, outreach, community research, and work with specific groups including Patient Participation groups, voluntary groups and seldom heard. We have increased our social media presence and output to raise the awareness of Healthwatch Oxfordshire.

Key Activities and outcomes

The long and winding road

In 2017 Healthwatch Oxfordshire published a report on people's experiences of travelling to and parking at Hospitals in Oxford and Banbury. We heard from 295 people at all four hospital sites and made the following recommendations to the Oxford University Hospitals NHS Foundation Trust regarding the Headington hospital sites:

1. OUHFT should further explore 'spreading' out-patient appointments across the day / week. This will relieve the pressure on the access routes and parking facilities, thus improving the patient experience of attending a hospital appointment.

OUHT response to this recommendation: The Trust is actively looking into developing care pathways to make changes in how we maximise the estate and smooth access. This work will take time to implement across each service.

The Trust now runs a seven-day clinic across many of its departments.

2. OUHFT should undertake a review of the number of Blue Badge spaces available at all sites, and their use

OUHT response to this recommendation: Thank you for the suggestion and this is an excellent idea, which the Trust will pursue.

3. OUHT should explore a simple solution, adopted by other hospitals in the country, of a dedicated Blue Badge only parking area with separate access.

OUHT response to this recommendation:

Again, as above, this is an excellent suggestion, and the Trust will pursue this recommendation in line with the last recommendation.

In August 2021 the Trust announced that:

“Automatic Number Plate Recognition (ANPR) is now in place at the John Radcliffe and Churchill hospitals.

The ANPR system means a camera photographs all vehicles entering and leaving the car park. The camera is linked to the on-site pay machines and a payment website.

Some of the main benefits of ANPR include:

- *card payment for parking*
- *better vehicle movement across our sites*
- *quicker entrance and exit to our car parks*
- *better management of how people use our car parks.*

The installation of ANPR is part of over £1m of improvement works on the Trust's visitor car parks, including:

- *creating a dedicated car park with blue badge spaces at the Churchill*
- *making separate access to the disabled car parking spaces at the John Radcliffe*
- *new card payment machines at the Horton General Hospital*
- *re-surfacing and lining in most car parks.*

ANPR will not impact current exceptions or concessions for visitors and Blue Badge users, and the price of parking for other users remains the same.”

Sam Foster, Chief Nursing Officer at Oxford University Hospitals, said: *“We recognise that car parking and traffic flow are a major source of frustration for our patients, visitors, and staff, and that it can impact negatively on patients' experience of visiting our hospitals. Installing ANPR is an important step towards improving the experience of visiting our hospitals for both patients and their loved ones.”*

Reflection and success

Change can take a long time to come about - 4 years in this case. Without patients and families talking to Healthwatch Oxfordshire your experiences and voice would not have been heard! Hopefully these improvements will enhance people's experiences of accessing the hospital sites. No more tears, no more being left standing alone, no more being left at the door whilst the car is parked.

All Healthwatch Oxfordshire reports can found here

<https://healthwatchoxfordshire.co.uk/our-work/research-reports/>.

Current work focus includes:

- Listening to people's experience of interpreting services whilst accessing health and care services.
- Follow up survey of GP websites - have the recommendations of our report of March 2020 been actioned?
- Access to GP services - people experience of contacting their GP surgery.
- NHS hospital waiting times - a joint project with four other Healthwatch covering the Buckinghamshire Oxfordshire Berkshire West Integrated Care System area (BOB ICS).
- Key issues we are hearing continue to be about access to GPs and NHS dentists.
- The Community Researchers are progressing with their projects. Over 20 women attended a discussion with lunch on 30th October hearing about black women's experiences of maternity care. A full report and film will be available in early 2022.
- Re-commence Enter & View visits during November 2021.
- Chipping Norton outreach programme -to talk to the residents of Chipping Norton and the surrounding village about their experience of using health and social care services.

Key Dates

Healthwatch Oxfordshire Board Meeting - Tuesday 30th November 4.30 when members of the public are welcome to have a conversation with our Trustees. Details on how to join this virtual meeting are on our website www.healthwatchoxfordshire.co.uk

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