

Healthwatch Oxfordshire Report to Oxfordshire Health and Wellbeing Board March 2023

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Overview of Healthwatch Oxfordshire activity October 2022 to February 2023

Healthwatch Oxfordshire reports to external bodies

During this period we published the following reports to:

- Oxfordshire Health Overview Scrutiny Committee (HOSC) November and February 2023
- Oxfordshire Health Improvement Board November and February 2023 and attendance by Healthwatch Ambassador
- Buckinghamshire, Oxfordshire and Berkshire West Integrated Care Board (BOB ICB) System Quality Group – briefing note to the January 2023 meeting

Healthwatch parent ambassador also attended the Children’s Trust Board in February 2023.

All reports are available online at: <https://healthwatchoxfordshire.co.uk/our-reports/reports-to-other-bodies/>

1 Healthwatch Oxfordshire research reports

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

We published 2 **research reports**:

- Leaving Hospital with Medicine. January 2023
- Men in Carterton. February 2023

All reports are available in text version to support other formats including language translation using the Enable ReciteMe button at the top of our web page. We also produce summary and Easy Read versions.

We have just closed a survey on Long Covid and experience of support.

We published four **Enter and View Reports** on the following:

- East Oxford Dental Clinic. October 2022
- Oxford Community Diagnostics Centre. December 2022
- Damira Bicester Dental Studios. January 2023
- Horton General Hospital Accident and Emergency. February 2023

All reports published on our website with service response to recommendations and sent to the Care Quality Commission (CQC). Available here:

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

Enter and View visits are conducted by Healthwatch Oxfordshire staff and lay volunteers - enabling local residents to be involved in assessing services and stimulating change. Visits have included: GP practices, community pharmacies, dentist, care homes, outpatient service, A&E departments at Horton and John Radcliffe, Oxford Community Diagnostic Centre, Churchill Hospital Dialysis Unit, and Children's Hospital. Further reports will be available shortly. To find out more about these visits see here: <https://healthwatchoxfordshire.co.uk/wp-content/uploads/2022/09/20220922-Healthwatch-Oxfordshire-Enter-and-View.pdf>

2 Activities and outcomes October to end of December 2022

Between October and December 2022 we:

- Heard from or engaged with 4,093 people
- Gave advice and information about local services to 87 people
- Received 88 reviews for 33 services submitted via our Feedback Centre
- Had 3,037 people actively engage with our social media channels
- 846 people have been heard from during our outreach, research and engagement with voluntary and community organisations
- **'On the street' outreach** took place at Oxford Older People's Day, Oxford University Freshers Fair, Wallingford Market, Watlington Christmas Fair, Donnington 50+ group and events with Oxford Community Champions. We were at Horton and John Radcliffe Hospital as part of our regular hospital visits. In all we heard from or contacted 580 people at these events.
- Our support for **Patient Participation Groups (PPGs) and Primary Care Networks (PCN)**, funded by Buckinghamshire Oxfordshire Berkshire West integrated Care Board (BOB ICB), continues and we held a Patient Information webinar in November '*Who else can I see in my doctor's surgery apart from my GP?*' facilitated by members of staff from the Wantage Primary Care Network and attended by 25 people. We attended three PPG/PCN meetings over this period.

Our full activities report for this period October to December 2022 can be viewed here: <https://healthwatchoxfordshire.co.uk/about-us/board-papers-and-minutes/>

3 What are we hearing about?

As noted above, we continue to listen people in their communities, through our signposting service, utilising social media and via our online Feedback Centre and through our face-to-face outreach across the county. The top three issues people continue to contact us about are access to NHS dental services, GPs and community pharmacies. From October to the end of December 2022:

- 31 people got in touch to give us feedback on dental services – 27 of whom wanted help to find an NHS dentist
- 23 people contacted us to give us feedback on GP services – 14 of whom needed help in registering with a GP, including 10 from the Didcot area

We launched a survey in December 2022 asking members of the public for their **views on our priorities** for 2023–24 and heard from 253 people. Key themes again included access to primary care, GPs and dentists, mental health, and a range of issues including social and community care.

We held an **Open Forum meeting** with Healthwatch Oxfordshire Trustees on 28th February 2023 for members of the public to ask questions, give views and comment. We presented a summary of our overall activity and outcomes for the period October to December 2022. Reports are available here:

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

Other activity:

- A forthcoming **patient information webinar** open to all will be held on **Friday 31st March** with Dan Leveson from Buckinghamshire, Oxfordshire and Berkshire West Integrated Care Board speaking about *'How health and care is changing in Oxfordshire and how it affects you'*. Joining information is here: <https://healthwatchoxfordshire.co.uk/ppgs/patient-webinars/>
- We are supporting work with Oxfordshire Youth to create three podcasts with young people on experiences of health and care due to be completed end March 2023.

4 Influencing change

Men's health video Oxford 2018 <https://youtu.be/GcDG7wKMZ40> This video and associated report were produced working jointly with East Oxford United Football Club in 2018. Some 200 men from diverse backgrounds gave their views in this community led project, highlighting the need for community based NHS checks. In

October 2022 Public Health Oxfordshire commissioned a new and supplementary Men's Health Checks service to be delivered in and co-produced by members of the community. They acknowledge "***that [the video] was part of the research that led us to change this contract to offer NHS checks in the community***".