

Healthwatch Oxfordshire Report to Health and Wellbeing Board – March 2023

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Healthwatch Oxfordshire Board

- We held an **Open Forum** on February 27th for people to meet our Board of Trustees, ask questions and hear about our work and activities, including our Q3 activity summary report. <https://healthwatchoxfordshire.co.uk/about-us/board-papers-and-minutes/>

Healthwatch Oxfordshire reports to external bodies

Since the last Health and Wellbeing Board meeting in December 2023 we attended: Health Improvement Board (Nov 2023, Feb 2024 with lay ambassador), Oxfordshire Joint Health Overview Scrutiny Board (HOSC Nov 2023, Jan, Feb 2024), Oxfordshire Place Quality Committee (monthly) and Oxfordshire Safeguarding Adults Board. External bodies we attend and any reports can be found online at: <https://healthwatchoxfordshire.co.uk/our-reports/reports-to-other-bodies/>. We also attend Oxfordshire Place Based Partnership (Buckinghamshire, Oxfordshire and Berkshire West Integrated Care Board – BOB ICB) among other BOB ICB committees including the Health Overview Scrutiny.

Healthwatch Oxfordshire and Healthwatch Bucks published a joint response to Buckinghamshire, Oxfordshire and Berkshire West Integrated Care Board Primary Care Strategy consultation here: <https://healthwatchoxfordshire.co.uk/news-and-events/correspondence/>

Healthwatch Oxfordshire research and insight reports

All our reports can be seen here: <https://healthwatchoxfordshire.co.uk/reports> All reports are available in summary and Easy Read. Since the last meeting we published the following reports:

Maternal Mental Health in Oxfordshire (December 2023) based on anonymous data provided by Healthwatch England from 45 Oxfordshire women, about experiences of mental health support in the county during and after pregnancy. Highlighted

some of the gaps in support for mental health experienced by women going through pregnancy and childbirth, and with insights with direct relevance to Health and Wellbeing priorities.

Continuing our community research approach -

- Healthwatch Oxfordshire continues to develop its focus on hearing from people with lived experience using community research approaches, building on our previous models, work and reports with community research, and community researchers including videos: <https://healthwatchoxfordshire.co.uk/our-work/community-research/>
- Healthwatch Oxfordshire is again acting as host organisation to two community researchers during May 2023 -May 2024 within NHS South-East **Community Participatory Action Research** (CPAR2) Programme Phase 2. Two researchers from Oxford Community Action are focused over the year on learning research skills and exploring challenges of the impact of the cost of living and impact on black and minority ethnic communities. Training has been given with Reading University and Scottish Community Development Centre, alongside Healthwatch Oxfordshire bringing practical and day to day support and hands on training. Their research has focused on food poverty and working with other food groups in OX4 Food Crew (Oxford Mutual Aid and Waste2Taste). A survey has heard from 160 people, and we have also created a film together. This will be published in April and encourage conversation with the system about food insecurity, and contributing to wider Oxfordshire food strategy work and insights. We will also be attending a CPAR2 Showcase Event with the researchers in London in June, where all the researchers across the South-East showcase what they have heard.
- We continue to contribute insight and our learning about community research to others and to the development of the Oxfordshire Community Research network. November we published – '**Community Research in Oxfordshire**' with a full long read report, shorter and easy read versions, of a report summarising views we heard from community members, a two-sided summary of this work and an Easy Read report of this work are available at <https://healthwatchoxfordshire.co.uk/report/community-research-in-oxfordshire-november-2023/> We will be sharing our learning alongside community researchers at a forthcoming Oxford University Policy Lab on 18th March. Wider exploration of this model is also taking place at BOB ICB level.

- One example of continued focus and impact stems from our work with community researcher Omotunde Coker and the film made on Black Women's Views of **Maternity services** (under CPAR1) <https://healthwatchoxfordshire.co.uk/our-work/our-videos/> Women who made this film with us presented their experiences in conversation with 39 midwifery students at Oxford Brookes university in November 2023. Insights from this film also influenced the establishment of the Early Lives, Equal start project at Flo's in Oxford.

We continue **Enter and View** visits to health and care settings and have published **reports** <https://healthwatchoxfordshire.co.uk/our-work/enter-and-view/> from visits as follows:

- Podiatry Service at Wallingford Community Hospital (Dec 2023)
 - Inpatient Ward Bicester Hospital (Feb 2024)
 - The Close Care Home (March 2024)
 - Day Lewis Pharmacy, Didcot (March 2024)
 - Inpatient Ward Didcot Community Hospital (Jan 2024)
- We received funding from **NHS Core 20 Plus 5** via the BOB ICB to support us to reach community connectors to hear about challenges in **oral health** for under 10's. We have been working with five community connectors in Banbury Ruscote and Neithrop areas to listen to people's experiences of supporting children with oral health. Connectors received training in basic research skills and have been building on local links and networks. To supplement this, we have also held a survey on oral health for parents and carers of children with SEND, as well as accessing hotel accommodation for asylum seekers in Banbury. A report will be published shortly, along with a small community-based event for connectors to share their learning with oral health professionals and bring learning to service design.
 - We are working with user led charity **My Life My Choice** to support establishment of a Health Voices forum. The first session brought meeting and discussion between champions and learning disability nurse from Oxford University Hospitals NHS Foundation Trust- to learn about hospital services and to share experiences. Sessions with other health professionals.

- We hosted two **webinars** on 1 December and 28 February (76 members of the public in total) for the public to hear from members of Buckinghamshire, Oxfordshire and Berkshire West integrated Care Board (Dan Leveson, and Primary Care leads) about the Primary Care draft strategy and to give their views. This webinar can be seen here: <https://healthwatchoxfordshire.co.uk/news-and-events/patient-webinars/>

HWO goals, priorities and operational plan for 2024-25 year will be published shortly here :

<https://healthwatchoxfordshire.co.uk/about-us/our-priorities/>. These are developed taking into account information from the following sources, including resident views: -

- Analysis of what we hear from members of the public across the county via our signposting service, Feedback Centre, projects and outreach activity -October to December 2023
- We had an online call-out (with additional outreach) asking the public for their views on what priorities Healthwatch Oxfordshire should consider for the coming year. We had 125 responses and what people told us will help inform our plans
- Review of planned policy and operational changes in health and social care services – both nationally and locally – Taking note of issues raised in our population that are seldom heard by the health and care system or Healthwatch Oxfordshire are not hearing from.

Other activity summary Oct – Dec 2023 (Q3)

A summary of our Q3 activity can be found here: <https://healthwatchoxfordshire.co.uk/about-us/board-papers-and-minutes/>

Between October and December 2023:

- **62** people contacted us for help or information about local health and care services. The top four services we heard about were GP services, dentistry, Covid vaccine access, and adult social care. We signpost people on to relevant services if needed, and all staff are trained in Making Every Contact Count (MECC)

- Received **87** reviews for **40 health and care** services via our online Feedback Centre (<https://healthwatchoxfordshire.co.uk/services>) and received **51 direct** responses to reviews from service providers. In this way people can see how their comments and feedback are taken seriously and can help to improve services for all. It can also be an opportunity for providers to highlight and clarify pathways to access and information.

Example of Feedback Centre provider response to a comment on GP access: *“Thank you for your feedback. I would be happy to discuss this with you if you could contact the Practice. We have been using online forms since 2018. The form has now been updated to be simpler. All medical needs are triaged by a GP rather than untrained staff except for acute illness which are booked directly into our shared acute hub (where patients speak to/see highly trained paramedics and advanced nurse practitioners). The GP triages into the appropriate appointment based upon the information given by the patient. We have a wide variety of staff.- paramedics, pharmacists, nurses, physiotherapists who are able to provide the necessary support to patients, our service is no longer purely a GP service but the clinician who can deal with your issue”.*
- We made **4 Enter and View** visits where we heard from 51 members of the public and staff about their experiences of specific services. The Enter & View visits are supported by our team of Enter and View lay volunteers. As above reports are published with recommendations and service provider responses. Information about Enter and View is available on our website, along with Easy Read format <https://healthwatchoxfordshire.co.uk/wp-content/uploads/2024/01/Enter-and-View-easy-read-information.pdf>
- In addition, we visited the Horton Hospital, John Radcliffe Hospital as part of our regular **hospital visits**, speaking to **136** people during these two visits hearing about experiences of health care.
- We have an active social media presence, and links to local community groups and networks. We also reach people through community networks, parish and other news, voluntary sector, through ongoing communications including fortnightly news bulletin. Our website has resource and information on health and care.
- Building on our outreach work to hear from working men in Carterton, we supported a campaign by Oxfordshire Men’s Health Partnership to reach out to men in West Oxfordshire, attending events at RAF Brize Norton, Carterton Town Hall and Carterton Leisure Centre for further focused work on men’s health.

- We continued outreach visits to speak to people about their experiences of using health and social care services, attending in this time for example, Oxford Older People's Day, Communities of Practice, and a range of community-based groups.
- Our support for **Patient Participation Groups (PPGs)** continues with bi-monthly newsletters, regular emails and attendance at PPG meetings. In January 2024 we distributed a survey to all PPGs and GP Practices to gain an updated understanding of the status and activity of PPGs and support needs- as with changes in health service structures, this will enable identification of what their support needs are and where best placed.