

Healthwatch Oxfordshire (HWO) report to Health Improvement Board (HIB) 19th September 2024

Presented by Healthwatch Oxfordshire Ambassador for the HIB **Robert Majilton**

Purpose / Recommendation

- For questions and responses to be taken in relation to Healthwatch Oxfordshire insights.

Background

Healthwatch Oxfordshire continues to listen to the views and experiences of people in Oxfordshire about health and social care. We use a variety of methods to hear from people including surveys, outreach, community research, and work with groups including Patient Participation Groups (PPGs), voluntary and community groups and those who are seldom heard. We build on our social media presence and output to raise the awareness of Healthwatch Oxfordshire and to support signposting and encourage feedback. We ensure our communications, reports and website are accessible with provision of Easy Read and translated options.

Key Issues

Since the last meeting in June 2024, our current work focus includes:

- Hearing from people about their **experiences of leaving hospital and getting care and support afterwards**, through in-depth interviews with patients and unpaid carers, and two online surveys – one for patients and unpaid carers, and one for health and care professionals. Preliminary analysis suggests that most going home from hospital with additional care and support are happy to get home, and that more multi-disciplinary and multi-agency working has helped professionals to support patients to go home. However, there are some gaps in care and around communication, including making sure unpaid carers know about support available to them. We will publish a full report in November 2024.
- **Community insight gathering in Wood Farm**, which HWO has been commissioned to undertake as part of Oxfordshire County Council Public Health's programme of community insight profiles of the most deprived areas in Oxfordshire. Through an online survey, in-person outreach and work with local community groups during July- Sept, we have been hearing about what supports people living in Wood Farm to be healthy and well, what could be improved, and people's ideas for making it a happier and healthier place to live. Our findings will form part of the final Community insight reports for Public Health later in the year.

- Hearing from **women and people who use women's health services** about their experiences of using health services in Oxfordshire, via an online survey (open until 28th October 2024) , in-person outreach and working with community groups. <https://www.smartsurvey.co.uk/s/womenshealthservices>
- Hearing from **working men about how they look after their health** and their experiences of accessing and using health services in Oxfordshire, through in-person outreach across the county. Focused outreach will take place during November.

Recent reports:

- Our **Annual Impact report 2023-24**, which highlights our achievements over the last year. These included hearing from 4786 people across the county about their experiences of health and care services, and using what we heard to work with providers and decision-makers to improve services. <https://healthwatchoxfordshire.co.uk/report/healthwatch-oxfordshire-annual-impact-report-2023-24/>
- **Patient Participation Groups in Oxfordshire (July 2024)** – we heard from 78 people involved in Patient Participation Groups (PPGs) at GP practices across the county about how PPGs are working and what support they need. We identified potential for practices to work proactively with PPGs to tackle health inequalities <https://healthwatchoxfordshire.co.uk/report/patient-participation-groups-in-oxfordshire-july-2024/>
- **Supporting Children's Oral Health** (July 2024)- we heard from caregivers in Banbury Neithrop and Ruscote, and caregivers of children with special educational needs and disabilities, about their experiences of looking after their **children's oral health**. This was supported by NHS Core 20 Plus 5 funding (via BOB ICB), working with local 'community connectors' to reach a wider range of people. Our report was published in July, along with a joint overview report on learning across the BOB ICB Core 20 Plus areas, in conjunction with Healthwatch Bucks and Healthwatch Reading. <https://healthwatchoxfordshire.co.uk/report/supporting-childrens-oral-health-july-2024/>
- **Food and the Cost of Living in OX4** – our **community research** project, part of the NHS South-East Community Participatory Action Research (CPAR2) Programme Phase 2 culminated in a showcase event in London on June 6th. Two community researchers from Oxford Community Action (OCA) have taken part in a year-long programme, with HWO as host. They reached 166 members of OX4 Food Crew to hear about experiences of food insecurity and the cost of living. The report highlighted the significant impact of cost of living on people's ability to meet basic household expenses and the difficult choices made to make ends meet. The report and a film are now on our website: <https://healthwatchoxfordshire.co.uk/report/what-we-heard-about-food-and-the-cost-of-living-impact-on-our-communities-in-ox4-july-2024/>

https://www.youtube.com/watch?v=5_P3MMGUirl

A **follow up event and conversation** are being planned together with OX4 Food Crew for **October**. Learning has been shared with community members and the Oxfordshire Community Research Network.

Enter and View reports and visits continue. Once complete, all reports and provider responses are available here: <https://healthwatchoxfordshire.co.uk/our-work/enter-and-view-reports/> including:

- Health Visitor Services at the Bluebell Centre, Didcot (July 2024)
- The Surgical Emergency Unit at the John Radcliffe Hospital (July 2024)

All recent reports are on our website: <https://healthwatchoxfordshire.co.uk/reports>

Other activity:

- Our staff focus on general and targeted outreach to listen to and build relationships with community and grassroots groups. We feed back what we hear from people to providers and commissioners, and pick up on emerging themes to help shape our research projects. We have attended 10 community play days and events over the summer, hearing from members of the public about their experiences of health and care services and what matters to them.
- We attended an **Action for Deafness** coffee morning and heard about the challenges d/Deaf people face around a lack of interpreters and services not making reasonable adjustments around communication, which can have a significant impact on people's ability to access care and to understand and manage health conditions.
- We support **My Life My Choice** in establishing and running a user led Health Voices Group to ensure the voices and experiences of people with a learning disability are heard by commissioners and providers. The next meeting, on the theme of healthy eating and diabetes, will take place in September 2024.
- We held a **public webinar** on 17th September on the topic of '**Care closer to Home**' and heard from Karen Fuller (Corporate Director of Adult Services, Oxfordshire County Council) and Dan Leveson (Oxfordshire Place Director, Buckinghamshire, Oxfordshire and Berkshire West Integrated Care Board).
<https://healthwatchoxfordshire.co.uk/news-and-events/patient-webinars/>
- The next webinar will be on **Men's Health** and is on Tuesday 19th November.
- We reprinted our '**Access to health**' card and distributed over 1000 cards to local groups including Luther Street Medical Practice, Asylum Welcome, Refugee Resource, Oxford Community Champions among others.
<https://healthwatchoxfordshire.co.uk/information-and-advice/access-to-health-card-how-to-register-with-a-gp/>

Key issues we are hearing:

- Praise for the good care most people receive from health professionals once they receive treatment.
- People give us feedback on their experience including getting GP appointments, long waits for appointments, and feeling of lack of face-to-face GP appointments. Some people told us they found it hard to make appointments using online or phone systems.
- Delays in accessing hospital services – including delays in receiving follow-up appointments, waiting for surgery, long waits in A&E or delays in getting diagnostic test results.
- Problems accessing support for musculoskeletal conditions from Connect Health, including long waits between referrals and appointments.
- Difficulty finding an NHS dentist.