

Healthwatch Oxfordshire Update April 2018

1. Introduction

The Healthwatch Oxfordshire (HWO) Board would have met on 17th April prior to the HOSC April meeting. Lou Patten, Chief Executive Officer and Dr Kiren Collinson, Clinical Chair of Oxfordshire Clinical Commissioning Group are guest speakers. They will give a presentation entitled 'The Oxfordshire Clinical Commissioning Group's change in approach to health transformation including joined up health and social care engagement and consultations'.

Minutes of all Board Meeting in public are available on Healthwatch Oxfordshire web page: <https://healthwatchoxfordshire.co.uk/our-reports/board-papers-and-minutes/>

2. Care Quality Commission Oxfordshire Local System Review Report

Healthwatch warmly welcomes this report, with its emphasis on joined-up working and system integration. We will press hard for its full implementation. In a statement issued on 22nd March, much of which was shared by the Chair at the March 2018 Health and Wellbeing Board, the Healthwatch Oxfordshire Board expressed their concerns that the draft action plan in response to the CQC Report 'leaves many questions unanswered' including:

- ? Leadership - who is in the driving seat to manage the big changes that are being called for?
- ? Staff involvement - how is staff involvement to be managed throughout the process of change?
- ? Public involvement - what does 'co-production' mean in practice?
- ? External involvement - how will Oxfordshire learn from elsewhere in the country?
- ? Funding - there are no monies allocated in the draft action plan to implement changes, where will this come from?
- ? Communication - what steps are being taken to produce the plan in plain English?
- ? Outcomes - the draft plan does not identify outcomes expected, how these will be measure or what does "success" look like?

3. Health and Wellbeing Board Governance review

The Chair and Executive Director of Healthwatch met with the Leader of Oxfordshire County Council and the Chair of the Oxfordshire Clinical Commissioning Group as part of the HWWB's governance review. Our key messages were:

- Keep the main Board to maximum of 12 - 16 members including NHS Trusts
- Keep the Board focussed on strategy: delivery of the system working together
- Delegate routine matters as much as possible to the three sub-boards
- Meet more regularly in order to drive change forward
- Reduce the volume of board papers (we have reduced our report to lead the way!)
- This is an opportunity to explore new ways of involving wider representation

4. Healthwatch Oxfordshire website

In late February we launched our new website. The site offers a unique opportunity to service users to feedback their views, experiences and rate the services they have used. Services cover the whole range of health (hospitals, GPs, emergency, dentists) to care homes, home care, supported living and more. If a service is missing, then people can ask for it to be added. Information gathered will be analysed and reported to commissioners and service users. Service providers can respond to user comments. Follow this link:

<https://healthwatchoxfordshire.co.uk/services>

On our website are two new pages - Supporting the Voluntary Sector and YouthWatch Oxfordshire <https://healthwatchoxfordshire.co.uk/home/youthwatch-home/>

YouthWatch Oxfordshire is part of our development in reaching out to young people - often seldom heard voices. YouthWatch will continue to be developed alongside young people and working with existing umbrella groups including VOXY (Voice of Oxfordshire Youth).

5. Bicester Town updates

Following the publication of our report Healthwatch Oxfordshire arranged a workshop in February. The attendees included local district and town councillors, Oxfordshire Clinical Commissioning Group, Locality Chair, Oxford Health NHS Foundation Trust, Oxfordshire County council, South Central Ambulance Service NHS Trust and Bicester Healthy New Town. Outcomes included agreement to meet again in 6-12-month time to review progress against agreed actions including:

1. Improved dental access for people in Bicester
2. Improved signposting for people to understand what service to access where
3. Plans to increase GP services in Bicester
4. A strategic plan for the community hospital in Bicester
5. Improvements in access to CAMHS

6 Project Fund

HWO Project Panel met in February and March and agreed to support five voluntary sector led proposals. These are:

1. Be Free Young Carers - research into the numbers, experiences, challenges and needs of young carers in Oxford City.
2. Oxford Community Aqua Wellbeing C.I.C - research into the development of champions and peer led aqua rehab sessions for MSK sufferers in Oxford City.
3. Men's Health (East Oxford United) - research into men's access to health services through sports activity
4. CAB Oxford - explore patient experience of health and social care for people experiencing deprivation or other health inequality. To find out what works well, areas for improvement and provide practical, and ideally low cost, recommendations for change.
5. Rose Hill School Families' Health Consultation - How helpful parents/carers and 8 to 11-year-old children have found information they've accessed, where they perceive the gaps, and what they would like (from health care providers, support organisations and the school itself) in order to be able to adopt a healthier approach to nutrition and dental health.

Filling the gaps... our survey on people's views on NHS dentistry in Oxfordshire is live on our website until end April. People can also write into us or complete the free post 'Tell us' form to take part in this survey. As part of our research we are also surveying care and nursing homes to understand the level of access to NHS dentistry by residents of these homes. A full report will be available at the end May 2018.

7 Outreach activities

The focus of our activity in 2018 has been in Oxford City - particularly in Cowley, Blackbird Leys, Rosehill and Littlemore areas. Over two weeks in January and February, we made face to face contact with over 450 people. Individuals were able to share their experiences through talking directly to Healthwatch staff, by using our freepost 'Tell Us' forms at the time, or by completing a 'service review' on our website. We also spoke to individuals in more depth, at over 20 community groups we visited.

In total, we collected 315 'Tell Us' forms, in which people told us about their experiences both of specific services and broader health provision and pathways.

A report will be available in April.

The next town event will be in Wantage during May.

8 Voluntary Sector Forum March 2018 – Social Prescribing

The March Forum meeting focussed on social prescribing with speakers from the Oxfordshire Clinical Commissioning Group and patient participation groups involved in social prescribing initiatives throughout the county. Social prescribing is defined as "a means of enabling primary care services to refer patients with social, emotional or practical needs to a range of local, non-clinical services, often

provided by the voluntary and community sector.” How it is delivered varies across the country. A full report will be available on our website.

At our voluntary sector forum in December, HWO has made a commitment to improve our everyday engagement with the sector and launched a voluntary sector page on our website in April, which can be viewed by following this link <https://healthwatchoxfordshire.co.uk/supporting-the-voluntary-sector/> The page includes links to the report on our Social Prescribing Forum held in March and a short video on social prescribing made at the Forum meeting.

9 Healthwatch correspondence

Since October 2017 HWO has formally written to:

- Oxford University Hospitals NHS Foundation Trust regarding A&E 4 hour wait
- Oxfordshire County Council regarding changes to adult daytime support services
- BOB STP Lead regarding Stakeholder Engagement - joint letter with four BOB Healthwatch
- Oxford University Hospitals NHS Foundation Trust and Oxfordshire CCG regarding winter pressures, bed closures and delayed transfers of care

All correspondence and replies can be found on our web site at:

<https://healthwatchoxfordshire.co.uk/our-reports/campaigns-and-correspondence/>