

Activity update, January 2019

Daytime support review

2018/19 focused on a review of daytime support across Oxfordshire, with visits to all eight of the Community Support Service centres and six voluntary sector centres, together with distribution and analysis of the survey.

The report will be launched at the Healthwatch Oxfordshire Board in February and the county council's performance scrutiny committee in March 2019.

Men's health film grant

Healthwatch Oxfordshire was successful in being awarded an NHS England Community grant to make a film of the Men's Health Project.

The film will depict East Oxford United's project looking at the issues facing men in Oxfordshire in accessing services and information about their health. Healthwatch Oxfordshire will match the £2,500 award from our projects fund.

This follows on from the successful Luther Street PPG film which won a 'Highly Commended Award' when the PPG Chair presented the film at



The Men's Health football tournament featuring teams from diverse groups of men was a key element to the project

the Healthwatch England Annual Conference last year.

Outreach

During September, Healthwatch Oxfordshire focused on listening to seldom-heard communities in the most deprived areas of Banbury. Including Ruscot, Grimsbury and Neithrop.

We visited ESOL groups, spoke to taxi drivers and to the Sunshine Centre.

We will continue to reach seldom-heard communities, recognising that it takes time to build relationships. People are happy to speak to us in a familiar environment—we must continue to go to where people are.

Contact us

By phone: 01865 520 520

By email: hello@healthwatchoxfordshire.co.uk

Online
www.healthwatchoxfordshire.co.uk/share-your-experiences

Write to us:

Healthwatch Oxfordshire
The Old Dairy, High Cogges Farm
High Cogges, Witney OX29 6UN

Facebook: www.facebook.com/HealthwatchOxfordshire

Twitter: [@healthwatchOxon](https://twitter.com/healthwatchOxon)

Reports

During the past six months, Healthwatch Oxfordshire has published Enter-and-View reports following visits to three care providers, Penhurst Gardens, Cherwood Care Home and Ramping Cat Care Home.

Three project funded research reports were published - Men's Health, Rose Hill Healthy Eating and Dentistry, and Citizen's Advice Bureau research into vulnerable people accessing healthcare. These reports attracted media interest and continue to inform and influence commissioners and service providers. All are available on our website.

The numbers

June - December 2018

- 1,061 people spoken to
- 39 outreach events
- 191 new reviews on our Feedback Centre
- 11,479 website hits
- 84 requests from the media and items or coverage
- 17 news briefings published

Wantage: what people told us

Residents of Wantage and Grove are worried that local health services are not keeping up with the increasing numbers of new houses in the area, a report by Healthwatch Oxfordshire has revealed.

The independent health and social care watchdog spent three weeks in the town earlier this year, gathering people's experiences of using services in the area. Concern over the impact of the rapid expansion of housing development on access to GP services was a recurring theme when talking to local people.

Healthwatch Oxfordshire has made a number of recommendations, including improved communication between Oxfordshire Clinical

Commissioning Group and the people of Wantage about the expansion of the health centre, an open dialogue between Oxford Health NHS Foundation Trust and the community about the closure of the community hospital and better consideration of services when planning housing development.



Spotlight on MSK services

Following concerns about Healthshare Ltd, the organisation contracted to provide the county's community musculo-skeletal (physiotherapy) services, Healthwatch Oxfordshire reported to the Oxfordshire Health Oversight & Scrutiny Committee (HOSC) Task & Finish Group.

Healthwatch Oxfordshire has now published that report, based on what we have heard from patients using the service. The report included seven recommendations to improve the service.

Healthwatch Oxfordshire has now received responses to this report from both Oxfordshire Clinical Commissioning Group and Healthshare Ltd., both of which are extremely positive. Both organisations have accepted the recommendations made in the report, and are working to implement them.

Join our mailing list

<https://goo.gl/a3XXqD>