

Healthwatch Oxfordshire Report to Health Overview Scrutiny Committee November 2019.

1 Oxfordshire Wellbeing Network

By the time HOSC meets in November the first Oxfordshire Wellbeing Network event would have met. There are 91 people registered representing 72 different organisations ranging from small community groups, parish councils, large voluntary organisations, patient participation groups, district councils, and officers from both health trusts and Oxfordshire County Councils. There are nine Health and Wellbeing Board members planning to attend.

2 Patient Participation Groups

Healthwatch Oxfordshire continues to support the development of **Patient Participation Groups** (PPGs) across the county. The October PPG Forum focussed on how the patient voice can be heard in the developing Primary Care Networks and the report can be found at <https://bit.ly/33ltLLh>

3 Mental health

Healthwatch Oxfordshire has taken a broad, focus on mental health services throughout 2019.

This theme has been integrated into ongoing projects as well as through a brief questionnaire which has been distributed online and in community settings. 106 people have completed this to date, with additional information on mental health gained through other projects including Armed Forces Families Access to Health, and Boaters' Access to health.

Whilst we have not analysed the full data nor reported on our findings, certain themes are emerging including:

- Much support is 'life saving' and helpful and people value the professionalism, empathy, and understanding from staff, including GPs and mental health professionals. Services such as the Haven are really welcomed for supporting people in crisis.
- People are aware that staff are stretched, and that services are under-funded, and this is of concern - including to staff who would welcome an Oxford weighting to help with the high costs of living in the county.
- Other comments have included, long waiting times to access support, even if in crisis, long waits for specialised support for complex needs, long waits between initial contact and start of support, limited amount of sessions and desire to have more face to face support.
- Others have highlighted the need for more support with autism and mental health, more support in transition from CAMHS to adult support,
- Still more improvements to be made with communication across Oxfordshire Mental Health Partnership services to support continuity of care.

In early 2020 we plan to continue our mental health theme and focus on areas of health inequality:

1. We will be working with community networks in Oxford to understand more about how the BAME community view mental wellbeing and mental health support. This will build on the work carried out in 2018-19 on Men's Health and continue to work with this group taking a community-led asset building approach. A report will be produced in Spring 2020.
2. Plan to work with the Sunshine Centre in Banbury to explore parents and young families' views of mental health and wellbeing support for 0-5year olds.

4 Boaters and bargees

Early November Healthwatch Oxfordshire launched a survey on boaters and bargees access to health and social care. 200 questionnaires were distributed to boaters within Oxford city river and canal network, alongside a leaflet highlighting GP access produced by Oxford City Council and Oxfordshire Clinical Commissioning Group. The Healthwatch Oxfordshire survey goes beyond Oxford city to reach boaters on Oxford canal from Banbury southwards; 150 surveys have been distributed. We report on our findings in 2020.

5 Outreach

We continue to get 'out and about' across the county and have visited a range of groups including coffee mornings, garrisons and bases, market stalls, and other community-based groups, in order to speak to people about their experiences of health and social care.

6 Feedback Centre

We continue to receive reviews of specific services via our website review facility. From September to the beginning of November we had 53 reviews including 11 about hospitals, 10 each about GP surgeries, mental health services, and physiotherapy services; seven about opticians, and four about emergency care.

7 Oxfordshire Health and Wellbeing Board - Children's Trust Board

We welcomed Dan Knowles as the new Healthwatch Oxfordshire Ambassador Children's Trust Board, parent representative.

8 Influence, informing, impact, and outcomes

The following table gives a brief answer to the 'so what?' question by identifying where our work has had an impact and produced outcomes and changes. We are proud of the 'smaller' actions as much as of the changes we achieve by reporting what we hear and supporting the Oxfordshire voice to be heard. Future reports will include updates on open actions / recommendations and identify new outcomes and impacts of our work.

8.1 Influence & informing, Impact & Outcomes

July - end September 2019 - a round-up of outcomes, impacts and some answers to the ‘so what?’ question.

Healthwatch Oxfordshire Action / Report	Recommendations / actions	Response / Outcome/s	Open / closed
Enter & View Reports on visits to Oxford Health NHS Foundation Trust acute wards	<p>Recommendations</p> <p>Wintle Ward:</p> <ol style="list-style-type: none"> 1. That they painted walls to brighten up the ward 2. That the number of leaflets in the welcome pack be reduced with all available leaflets being on display. Also review safety of using staples in leaflets 3. To update the 'you said, we did' board 4. The recruitment of a Full Time Modern Matron <p>Vaughn Thomas Ward</p> <ol style="list-style-type: none"> 1. Recommendation - 'Consider providing a one-sided A4 information sheet for new patients with basic information such as mealtimes, visiting times, how to speak to staff etc. 2. Considering creating a messages of hope board / tree to inspire newly admitted patients. 	<p>Provider response</p> <ol style="list-style-type: none"> 1. Décor - This is out (of) our control but can definitely see if the trust will be willing to consider feature walls in rooms or social areas. 2. Welcome pack - Will discuss in our team meeting, and patient meeting what they would prefer but also to communication team about the use of staples. 3. We have appointed a new lead for “You said and we did”, to ensure its updated monthly. 4. Since your visit a Matron has been appointed for 6 months secondment. <p>Provider response:</p> <ol style="list-style-type: none"> 1. This is something that we have taken on board and are working on this week and next so will be in place shortly. We also have a notice board with a “typical day on the ward” from a patient experience.' 2. This was planned by the OT who left so we will pick this up. We do have a notice board which displays the feedback from 'Iwantgreatcare.' 	<p>Open 6-month follow up check then close</p>

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<p>Healthwatch Oxfordshire conducted a 'secret shopper' exercise acting as a member of the public wanting to tell someone about their concerns for a neighbour. Why - we wanted to know how easy it is to use the inter web to find out how and who to tell. Report read out to the Oxfordshire Safeguarding Adults Board meeting.</p>	<p>OSAB Chair said 'we have much to do'. Engagement comms group to address access problems particularly regarding the OSAB web site. OSAB communications & engagement group recommendations to Board: 1. To pursue a single web page for all 'concern' telephone numbers. 2. Recommend that the OSAB web page is designed for professional use and that the contact telephone number for OCC to raise concern is prominent for people to call if not a professional. 3. Option to complete a form on-line to remain but form to be simplified.</p>	<p>September OSAB members agreed to implement the recommendations.</p>	<p>OPEN 6-month repeat exercise.</p>
<p>Young Carers Report</p>	<p>Performance Scrutiny Committee Deep Dive into Young Carers. Report 6 Sept 2018 and follow up 4 July 2019.</p> <p>Healthwatch Oxfordshire brought stakeholder groups together to discuss young carers in the city - Oxfordshire County Council, schools, youth groups</p>	<p>Cites Healthwatch Oxfordshire report by Be Free Young Carers and recommendations Healthwatch Oxfordshire report highlighted issue of young carers and directly influenced the Deep Dive with similar findings. Oxford Youth Conference to include workshop on Young Carers and voluntary sector response to developing provision</p>	<p>Closed</p> <p>Open</p>
<p>Following the production of the Men's Health - NHS Check report funded by Healthwatch Oxfordshire and Video that was widely promoted including presentation at Health Improvement Board, Health</p>	<p>The council (Oxfordshire County Council Public Health) would now like to build on the Healthwatch report by designing and conducting a piece of behaviourally informed qualitative research to gain full insights into drivers behind why men are less likely to take up the NHS Health Check offer.</p>	<p>Waiting on action</p>	<p>Open</p>

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Inequalities Commission Good Practice Session			
BOB STP Maternity Report Oxfordshire data shared with Oxford University Hospitals NHS Foundation Trust	Awaiting response - meeting with OUHT set for early December.		Open
Men's Health Project video	Diabetes UK 'We are planning to run our webinar on "Engaging Diverse Audiences" on 11th December, and we were wondering whether you or someone from the Men's Health project would be available to talk about the project? We can show the video, but would be great if someone could introduce it and be on hand to answer any questions that might arise? It's such a fantastic example and would be great to use as a case study.	East Oxford United to introduce case study on webinar. National exposure to the way of working, and BAME men's health issues. Building capacity for voice of community to be heard through speaking direct about their experiences.	Closed
OX4 Report		Referenced in the OCCG Primary Care Commissioning Committee Paper 6.1 Deprivation and Health Inequalities written by Dr Kiren Collison, Clinical Chair OCCG	Closed
HWO Report NHS Long Term Plan - Oxfordshire Findings		Mental Health section of BOB response to NHS LTP references Healthwatch report	Closed
Luther Street PPG video	NHS England wanted to involve GP practice working with homeless in their Inclusion Conference on Primary Care Networks. They had seen our video with Luther St PPG. HWO linked NHS England with Luther Street Practice Manager.	Healthwatch Oxfordshire film provided link to GP practice working with homeless for NHS England in support of event for Inclusion Health practices, in particular to look at how such practices will work with PCNs (Inclusion Health Specialist Practices Event: London Oct 2019)	Closed