



## Wellbeing in your community

What affects wellbeing, what is being done and what could be done better?



## Networking - Wellbeing in your community

*'Coming together is a start, working together is progress, empowerment is success' (OWN networker)*

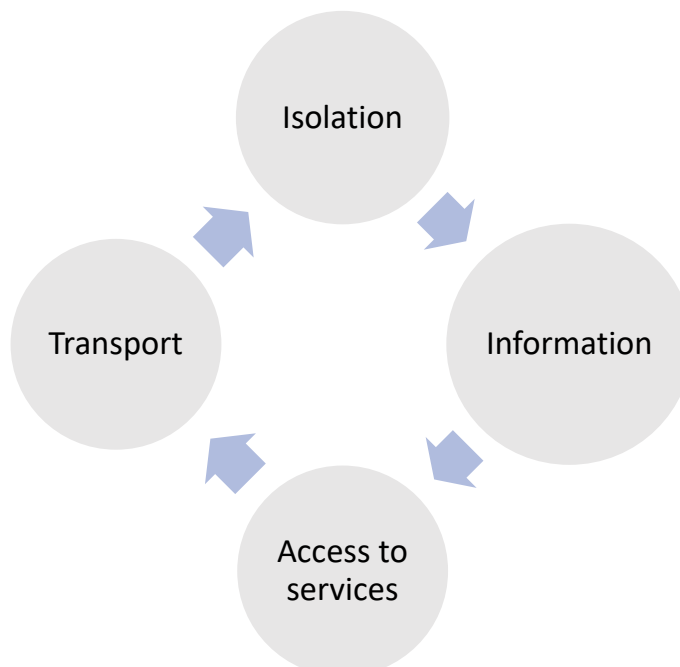
On November 18<sup>th</sup> 2019 WON held a successful and interactive network day. Over 100 people attended representing 75 different organisations from community, voluntary, and health and social care providers and commissioners. Seven members of the Oxfordshire Health and Wellbeing Board attended. At the end of the day there was an opportunity to respond to the key points raised by the Network.

Dan Knowles, CEO of Mind set the scene stating the World Health Organisation definition of health as “a state of complete physical, mental and social wellbeing and not merely the absence of disease or infirmity”. Wellbeing refers to a positive rather than neutral state, framing health as a positive aspiration.

The Network identified four key factors<sup>1</sup> that affect wellbeing in communities as:

- **Social and physical isolation**
- **Access to services** - health, social, community - lack of access to services increases isolation and affects health in a negative way
- **Transport** - lack of access to public and private transport increases isolation, and restricts access to services
- **Information / communication** about services and making it understandable!

### What impacts on wellbeing in communities?



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<sup>1</sup> Feedback from the OWN is available at <https://healthwatchoxfordshire.co.uk/what-we-do/oxfordshire-wellbeing-network/>

## What could be done, by whom, and better?<sup>2</sup>

Voluntary and community organisations, sometimes working in partnership with each other and key agencies, are active in their communities to help reduce isolation, improve access to services, deliver community transport, and provide information for residents. But more can be done including:

- Learn what people want, from people. By listening to them.
- More secure and longer-term funding for community-based groups to innovate and deliver local solutions.
- Learn from good practice, success, failure. Where projects or pilot projects are successful these should be replicated across communities. Often there is a scarcity of information about what does work e.g. where is the local data showing what works for social prescribing?
- A single directory of services / community activity for the county.
  - Develop an existing directory e.g. Live Well Oxfordshire. Resources are essential to maintain directory.
  - Link organisations and people working with local councils - parish, town, district.
- Improve public transport, particularly in rural areas. Focus on people being able to access services - both locally and across the county.
  - There are examples of local community initiatives that can be replicated if financial support is found.

## Video

A short video was made on the day with contributions from voluntary, community and Health and Wellbeing Board members. It can be viewed here <https://healthwatchoxfordshire.co.uk/what-we-do/oxfordshire-wellbeing-network/>

## Oxfordshire Health and Wellbeing Board - Listening and responding to the Network

The video made at the event has contributions from community representatives and from three board members. Stuart Bell, CEO Oxford Health NHS Foundation Trust suggested that “we have to get together to empower people”.

Ansaf Azhar, Director of Public Health suggested that “...equality...Oxfordshire 10<sup>th</sup> most affluent place in the country...but hides significant inequalities in places and communities...need to work with the communities to understand...”.

At the end of the day four Health and Wellbeing Board members listened to and responded to the key points from the Network.<sup>3</sup>

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<sup>2</sup> The notes from the workshops are available here <https://healthwatchoxfordshire.co.uk/what-we-do/oxfordshire-wellbeing-network/>

<sup>3</sup> A full transcript of their responses can be found here <https://healthwatchoxfordshire.co.uk/what-we-do/oxfordshire-wellbeing-network/>

The following are extracts from their responses to the key issues identified - isolation, transport, information / communication, and access.

“You can’t have preventative services without working with local communities.”

“...transport problems...the board understand that some of the decisions made in the past have adversely affected some local communities... The board will be having a joint workshop with the Oxfordshire Growth Board to address some of the infrastructure issues. Again, there are no answers, but the board know it is something that they have to develop and formulate key strategies around it.” *Lucy Butler, Director of Children’s Services,*

“...questioned why people need cars and why hospitals need car parks. Driverless cars are already in use in Summertown. We need to look at things in a different way.” *Cllr Andrew McHugh, Chair Health Improvement Board*

“...how does OUHFT re-orientate themselves about thinking delivering services so they are delivered convenient for people using them, not for people providing them...”

“...we need to be thinking about the physical assets that they (OHT & OUHT) hold as the NHS as being available to the whole of the community, both organisations are interested in providing service closer to where people are - at home and less on their own sites.” *Professor Sir Jonathan Montgomery, Chair Oxford University NHS Foundation Trust*

“Picking up on conversations today, there won’t be an online only service there will still be face to face, ... society will change our behaviour which will reduce the need to travel...” *Catherine Mountford, Director of Governance representing Oxfordshire Clinical Commissioning Group*

**How do we ensure that the [voluntary/community] sector delivering these great services is saveable?**

“...the Oxfordshire Clinical Commissioning Group and county council need to take the question back and discuss it more closely.” *Catherine Mountford, Director of Governance representing Oxfordshire Clinical Commissioning Group*

“The board are really beginning to think differently, they don’t have all the answers but we want to go on the journey with you.” *Lucy Butler, Oxfordshire County Council*

## **Reflections**

OWN has set out to open access and to influence the Oxfordshire Health and Wellbeing Board from the wider community and voluntary organisations. As a first attempt there is more we need to do, particularly to include and hear from smaller organisations and from those communities seldom heard. We will develop the next

Network meeting by listening to those communities to reach a wider network of organisations and groups.

## What next?

Healthwatch Oxfordshire will present this report to the next Health and Wellbeing Board meeting and seek to secure commitment from the Board to ongoing open dialogue with the Oxfordshire Wellbeing Network

Healthwatch Oxfordshire will continue to work with the other Board member organisations to run two OWN events in 2020 and maintain an active OWN web page. <https://healthwatchoxfordshire.co.uk/what-we-do/oxfordshire-wellbeing-network/>

Healthwatch Oxfordshire will continue to work with community and voluntary organisation to widen the reach of OWN and identify topics for future OWN events.

Healthwatch Oxfordshire will report back to OWN on:

1. The outcomes from the joint Health and Wellbeing Board and Oxfordshire Growth Board meeting specifically around infrastructure and transport.
2. The discussions between Oxfordshire County Council and Oxfordshire Clinical Commissioning Group about how **‘we ensure that the [voluntary/community] sector delivering these great services is saveable?’** A key question put to the panel at the end of the day.

You can contact Oxfordshire Wellbeing Network by:

Emailing [hello@healthwatchoxfordshire.co.uk](mailto:hello@healthwatchoxfordshire.co.uk)

Telephone 01865 520520

Visit the OWN web page at <https://healthwatchoxfordshire.co.uk/what-we-do/oxfordshire-wellbeing-network/>

# List of organisations / groups represented at Oxfordshire Wellbeing Network

November 2019.

aBandofBrothers Oxford  
Abingdon PPG (Stert Street)  
Action for Carers Oxfordshire  
Action on Hearing Loss  
Agnes Smith Advice Centre  
Alcoholics Anonymous  
Alzheimer's Society  
ARKT  
Army Families Federation  
Aspire Oxford  
Aynho Parish Council  
CA Oxford  
Cherwell District Council  
Chinnor and District Royal British Legion  
Church Street Patients Participation Group  
Citizens Advice  
Citizens Advice NOSN  
CNHC  
Cottsway Housing Association  
Dementia Oxfordshire  
Employment Plus - The Salvation Army  
Friendleys  
Good Food Oxford  
Guideposts  
Headway Oxfordshire  
Healthy Abingdon  
Hedena Health and Manor Surgery  
Hedena Health GP practice, Headington, Oxford  
Horsefair PPG

Hummingbird Cancer Therapy Centre  
Kennington Parish Council  
LDC/Health Education England  
MIND Witney  
MS Society  
NHS Oxfordshire Commissioning Group  
North Hinksey Parish Council  
Oxfordshire County Council  
OCVA  
OxFed Health & Care Ltd  
Oxford City Council  
Oxford City Farm  
Oxford Computer Consultants  
Oxford Health NHS Foundation Trust  
Oxford Health NHS Trust, City Older Adult Community Mental Health Team.  
Oxford Hospitals Charity  
Oxford Private Care  
Oxford Transgender Support Group  
Oxford University Gardens, Libraries and Museums  
Oxford University Hospitals NHS Foundation Trust  
Oxford wood recycling  
Oxfordshire Association of `Care Providers  
Oxfordshire County Council Community Support Services  
Oxfordshire Mind  
Oxfordshire Neighbourhoods & Villages Trust Ltd  
Pharmacy Thames Valley  
PPG Woodlands Medical Centre  
Public health  
Rethink Mental Illness, Oxfordshire Carers Support Service  
Roots 'n' Culture  
Sanctuary Housing  
SMART CJS  
Sobell House Hospice  
Stroke Association

Style Acre

The Alzheimer's Society

The Hummingbird Centre, Bicester

Volunteer Link Up

Wantage Independent Advice Centre

White Horse Botley Primary Care Network

Windrush Medical Practice PPG, Witney

Woodlands Medical Centre, Didcot

Plus individuals who did not identify with an organisation / group