

# Healthwatch Oxfordshire

**Report to the Oxfordshire Health and Wellbeing Board  
March 2021**

## **Contents**

<b>Update on Healthwatch Oxfordshire .....</b>	<b>2</b>
<b>Reports .....</b>	<b>2</b>
<b>On-going work.....</b>	<b>4</b>

## Update on Healthwatch Oxfordshire

Healthwatch Oxfordshire staff continue to work from home or in our COVID-19 secure office environment when needed. This is continuing to prove a challenge to our traditional approach to listening to people about their experiences of health and care services - that is actively out in the community. We are adapting and making progress with new ways of reaching out - exploiting social media channels, webinars, newspaper articles, and maintaining relationships with communities.

Between April and end December 2020:

- We heard from 4,542 people.
- We reached 345 people through our work with local groups, including Oxford Community Action, Black Asian and Ethnically Diverse Women in Oxfordshire Recovering from Lockdown and Domestic Abuse, African Families in the UK and the Early Years Network.
- During October and December, we were active in Didcot and surrounding villages.
- 87 members of Patient Participation Groups were able to ask questions of the Clinical Commissioning Group about the COVID-19 vaccination programme. A questions and answers (Q&As) online document resulted from this and is constantly updated. The report and recording of the webinar can be found here <https://healthwatchoxfordshire.co.uk/ppgs/news/>

Making a difference, being heard, influencing changes.

- A presentation of our Care Home COVID-19 report to Oxfordshire Clinical Commissioning Group Primary Care Commissioning Committee in October led to a briefing webinar for care homes including a focus on legal framework and safeguarding. This was in response to concerns raised in our report about restrictive visiting arrangements at some care homes.
- At our recommendation, Oxford University Hospitals NHS Foundation Trust updated its website so that content about maternity services, including partners being able to visit and be present at birth, was more accessible.
- Homestart Oxfordshire made use of our report on the emotional wellbeing of under-fives in developing its support for families during the pandemic.

Our Community Outreach Worker joined us in early February. The role will continue to support our work to reach out to seldom heard groups in Oxford city.

## Reports

Since December 2020 we have published the following reports:

1. **Oxford's new and emerging communities' views on wellbeing** - January 2021.

This was circulated earlier to members and can be found here <https://healthwatchoxfordshire.co.uk/our-reports/healthwatch-oxfordshire-reports/>

Following the publication of the report Healthwatch Oxfordshire has supported the production of a short video that will be shown at the meeting. Two members of the Oxford Community Action group who will attend the meeting to discuss the work that led to the report and take questions from the Board members.

### **A summary of the work and findings follows:**

Working collaboratively with Oxford Community Action and community volunteers from Oxford's East Timorese, Pakistani, Sudanese, Syrian, Nigerian, Palestinian, East African communities, and Word Fountain we ran focus groups and a questionnaire (Jan-Aug 2020) to find out about community views on wellbeing. Despite challenges of Covid, 152 people responded to the questionnaire from Oxford's diverse and multi-ethnic communities.

The report highlights there is huge interest in learning more in practical ways about health and wellbeing, with preference for this to be delivered through community settings, working with communities to develop.

However, it also highlights that communities face significant barriers to accessing some support, and there is more to be done to ensure services build trust, reflect cultural and spiritual needs, and reflect diversity in their organisations and approach. It highlights that to build responsive health and care services for diverse and multi-ethnic communities - with equity, trust, better access, and cultural appropriateness - there needs to be a process of continuous ongoing dialogue involving better community engagement, more appropriate and responsive services, and improved information and access.

### **2. Adult unpaid carers in Oxfordshire are they getting the right support when needed? - February 2021**

We are holding a round table meeting on 3<sup>rd</sup> March 2021 to discuss the findings of this report. This meeting will be attended by representatives from Oxfordshire County Council, Oxfordshire Clinical Commissioning Group, Oxfordshire Mental Health Partnership, AgeUK Oxon, Carers Oxfordshire, Rethink, Oxford Health NHS Foundation Trust and six carers who took part in the research. A note of the agreed actions will be published alongside the report and we will monitor progress over the next 12 months.

### **3. Oxfordshire Children's Trust Board - Healthwatch Oxfordshire Parent Survey Final Report - February 2021**

### **4. Report to the Oxfordshire Joint Health Overview Scrutiny Committee (HOSC) -February 2021.**

This included our response to the membership of the proposed Buckinghamshire, Oxfordshire and Berkshire West Integrated Care System HOSC as follows: Proposed membership included two lay members and Healthwatch was asked to consider whether they wanted to take one of these places or have a standing

agenda item on the agenda. Due to time constraints the five Healthwatch across the BOB ICS area have not yet agreed a collective response.

Healthwatch Oxfordshire's preferred option is to have a standing agenda item.

This will:

- Enable the five Healthwatch to report on what we have heard relating to agenda items to be discussed and give the opportunity for attendance at the meetings by representatives of the five Healthwatch.
  - Avoid any potential conflict of interest that might arise during the meeting - thus negating our ability to fully partake in the scrutiny of the system partners.
  - Release both lay seats to the wider BOB community. We are also happy to support the BOB HOSC in recruiting to these places.
5. Healthwatch working together across the Buckinghamshire, Oxfordshire and Berkshire West Integrated Care System (BOB ICS) have also published:
- **Joint Healthwatch response to NHS England's integrating care plans consultation.** <https://healthwatchoxfordshire.co.uk/news-and-events/correspondence/>
  - **Different Outcomes, Different Access to Care December 2020.** <https://healthwatchoxfordshire.co.uk/our-reports/reports-to-other-bodies/>

## On-going work

Reports to be published during March 2021:

- Listening to residents in care home and their loved ones.
- Listening to paid carers.
- Enter & View at Kassam Stadium - mass vaccination centre.
- Dentistry - access during COVID-19 pandemic.
- Using your pharmacy during 2020

Planning for the next year and beyond with our focus being on listening to seldom heard communities across Oxfordshire, digital exclusion to accessing health and care services. We are planning two Oxfordshire Wellbeing Network meetings to address health inequalities and children and families. Our work with Patient Participation Groups (PPGs) continues with the next webinar planned for the end of March to discuss social prescribing and the impact of COVID-19; the following one will focus on how to widen representation within PPGs.