

Healthwatch Oxfordshire

Report to the Oxfordshire Health and Wellbeing Board

October 2021

Contents

Update on Healthwatch Oxfordshire	3
1 Healthwatch Reports.....	3
2 Healthwatch Oxfordshire Annual Impact Report	4
3 Healthwatch Oxfordshire Progress 2021-22.....	5
4 Outcomes and impact	5
5 Wider Healthwatch Oxfordshire Activity.....	7
6 Ongoing work and future planning	7

Update on Healthwatch Oxfordshire

1 Healthwatch Reports

Full and summary sheets of all reports, plus responses from commissioners and providers available on: <https://healthwatchoxfordshire.co.uk/reports>

We have recently published:

1.1 Earwax removal services in Oxfordshire

The report was published on 23rd September and from our survey results, these recommendations, if implemented, would help improve patient access to earwax information and treatment, as well as enhance their experiences of services.

1. Produce clearer guidance to patients and the public on earwax management consistent with NICE (2018) guidelines, explaining different treatment options, eligibility for primary and secondary NHS care, and the reasons why most GP practices do not offer these services.
2. Consider ways to reduce health inequalities by providing greater support to people who may have difficulty accessing earwax treatment. Typical groups include people on benefits or low income, older people and care home residents, and people susceptible to recurrent earwax build-up.
3. Provide all patients with suspected earwax build-up a preliminary ear check with a practice nurse or other trained member of staff to avoid having unnecessary, chargeable consultations with a private provider when earwax is not the primary cause of the hearing problem.
4. Produce and disseminate information to help patients identify safe and cost-effective services. This might include:
 - a. Requesting all GP practices to provide details of local private providers, including location, costs of treatment and offers (for example, Specsavers have a “no wax, no charge” policy, www.specsavers.co.uk/hearing/earwax/earwax-removal) .
5. Instructing private providers to display information about qualifications and training.
6. Producing a website with answers to frequently asked questions.
7. Provide clear and comprehensive communication for patients and GPs about the new over-55 earwax removal service, including:
 - a. Training/information for receptionists at GP practices and pharmacists.

1.2 Report to Oxfordshire Safeguarding Adults Board regarding ease of raising a concern by a member of the public June 2021

This follow-up work to the secret shopper exercise we conducted in June 2019 found that some recommendations from the first exercise in June 2019 had been implemented but the following needed to be addressed:

1. The eight-page raising a safeguarding public form must be simplified - recommendations included.
2. A freephone telephone number is provided on both the OCC and the OSAB website especially as there are those who may not have access to digital means.
3. The OSAB page on how to report a concern is changed and directs people to the page on the OCC website which explains what safeguarding is and not directly to the raising a safeguarding public form.
<https://www.oxfordshire.gov.uk/residents/social-and-health-care/keeping-safe/having-concern-about-someone>
4. The OSAB website moves the link for the public towards the top of the page as the bright orange box is very formal and off putting.
<https://www.osab.co.uk/how-to-report-concerns/>

The report was presented to the OSAB Engagement Group and the OSAB Board in June. Recommendation 2 was rectified at the meeting! The Oxfordshire County Council Adult Safeguarding Board Manager reported back to the September board meeting that the form is to be shortened. The remaining recommendations 3 & 4 above have yet to be addressed.

1.3 What people are telling us about COVID vaccinations report July 2021

We heard from 616 people about their experiences of having the vaccination and from some people who have concerns about having it.

Overall, respondents were very positive about the benefits of vaccines in general and were in favour of the Covid-19 vaccine.

A small number in the general survey said they were hesitant about the vaccine or would refuse it.

The main reasons for hesitancy or refusal were:

- Distrust in the vaccine or the clinical approval process
- Uncertainty about safety or efficacy
- Fear of possible side-effects

Other barriers that might prevent people having the vaccine included:

- Access to transport
- Distance to the vaccination centre
- Hesitancy to use public transport

This report was presented to the Oxfordshire Primary Care Quality and Commissioning Committees and the system wide Vaccination Group.

2 Healthwatch Oxfordshire Annual Impact Report

Our Annual Outcomes and Impact report 2020-21 was published on 30th June 2021. This was circulated to all members of the Board. The full report and film shown at the presentation in July can be found on our website

<https://healthwatchoxfordshire.co.uk/report/healthwatch-oxfordshire-annual-report-2020-21/>.

3 Healthwatch Oxfordshire Progress 2021-22

Our report on activity during April - June 2021 is available on our website and shows:

We reached 2,912 people of which:

- 345 were face-to-face - including visits to Cowley Road, Refugee Week event at Flo's, and meeting people at the Diversity League football tournament.
- 74 through our signposting service - the top three themes were GP, dentistry, and mental health
- 685 via people responding to our surveys that we closed during this time
 - Main Covid-19 survey (n=512)
 - Earwax survey (n=173)
- 124 people posted comments on our Feedback Centre, and we published 23 responses from the service providers
- 1,479 people engaged with our Facebook page

Since June to end of August we have received a further 54 reviews on our Feedback Centre of which 48% have been about GP surgeries and nearly half of these have been negative, focused on administration and access to the service. Once people got through to speak to or see a medical professional generally, they praised treatment and care received. A further 18.5% reviews referred to hospital services.

4 Outcomes and impact

The report includes an update on outcomes from previous research reports. We are proud to inform the people of Oxfordshire that their voice had an influence on Oxford University Hospitals NHS Foundation Trust who have announced changes to parking at their hospital sites.

4.1 The long and winding road

In 2017 Healthwatch Oxfordshire published a report on people's experiences of travelling to and parking at Hospitals in Oxford and Banbury. We heard from 295 people at all four hospital sites and made the following recommendations to the Oxford University Hospitals NHS Foundation Trust regarding the Headington hospital sites:

1. OUHFT should further explore 'spreading' out-patient appointments across the day / week. This will relieve the pressure on the access routes and parking facilities, thus improving the patient experience of attending a hospital appointment.

OUHT response to this recommendation: The Trust is actively looking into developing care pathways to make changes in how we maximise the estate and smooth access. This work will take time to implement across each service. *The Trust now runs a seven-day clinic across many of its departments.*

2. OUHFT should undertake a review of the number of Blue Badge spaces available at all sites, and their use

OUHT response to this recommendation: Thank you for the suggestion and this is an excellent idea, which the Trust will pursue.

3. OUHFT should explore a simple solution, adopted by other hospitals in the country, of a dedicated Blue Badge only parking area with separate access.

OUHT response to this recommendation:

Again, as above, this is an excellent suggestion, and the Trust will pursue this recommendation in line with the last recommendation.

In August 2021 the Trust announced that:

‘Automatic Number Plate Recognition (ANPR) is now in place at the John Radcliffe and Churchill hospitals.

The ANPR system means a camera photographs all vehicles entering and leaving the car park. The camera is linked to the on-site pay machines and a payment website.

Some of the main benefits of ANPR include:

- card payment for parking
- better vehicle movement across our sites
- quicker entrance and exit to our car parks
- better management of how people use our car parks.

The installation of ANPR is part of over £1m of improvement works on the Trust's visitor car parks, including:

- creating a dedicated car park with blue badge spaces at the Churchill
- making separate access to the disabled car parking spaces at the John Radcliffe
- new card payment machines at the Horton General Hospital
- re-surfacing and lining in most car parks.

ANPR will not impact current exceptions or concessions for visitors and Blue Badge users, and the price of parking for other users remains the same.

Sam Foster, Chief Nursing Officer at Oxford University Hospitals, said: "We recognise that car parking and traffic flow are a major source of frustration for our patients, visitors, and staff, and that it can impact negatively on patients' experience of visiting our hospitals. Installing ANPR is an important step towards improving the experience of visiting our hospitals for both patients and their loved ones."

Reflection and success

Change can take a long time to come about - 4 years in this case. Without patients and families talking to Healthwatch Oxfordshire your experiences and voice would not have been heard!

The full report can be found here https://healthwatchoxfordshire.co.uk/wp-content/uploads/2018/01/20170718_travel_survey_report_final_cb.pdf

Hopefully these improvements will enhance people's experiences of accessing the hospital sites. No more tears, no more being left standing alone, no more being left at the door whilst the car is parked.

5 Wider Healthwatch Oxfordshire Activity

Continued events for Patient Participation Groups (PPG)

<https://healthwatchoxfordshire.co.uk/what-we-do/ppgs/> including:

In June and July, we held two webinars for PPG members focused on the NHS General Practice Data for Planning and Research data collection scheme (GDPR). At the July event Emile Douilhet gave a short briefing and answered questions. His role as Senior Information Governance Consultant, NHS South, Central and West and Data Protection Officer GP Practices is to ensure that GDPR is followed.

We continue to work collaboratively with the other four Healthwatch within the Buckinghamshire, Oxfordshire, Berkshire West Integrated Care Services (BOB ICS).

6 Ongoing work and future planning

Currently we are leading on an NHS England-funded Healthwatch England project to hear about people's experiences of using blood pressure monitors at home, specifically the BP@Home pilot that is being rolled out across England. People can complete an online survey and then volunteer to talk in more detail with a member of the team. To date 69 people have completed the survey and 17 offered to speak to us in more detail about their experiences. The report is expected in November 2021.

We are exploring people's experiences of accessing and using interpreting services when using health and care services. This is a combination of online survey and face-to-face conversations.

GP website check-up follow-up - following up on our review of GP surgery websites in April we have reviewed all sites to see whether our recommendations have been implemented. The report will be available in early October.

Accessing GP surgeries - after hearing much from patients about the difficulties of getting through to GP surgeries by telephone we are seeking to hear people's experiences to understand how widespread this is across the county and what impact it is having on people. Our survey is now on our website <https://healthwatchoxfordshire.co.uk/have-your-say/complete-a-survey/>.

6.1 Projects in development include:

- Understanding why patients are choosing not to be referred out of county for hospital appointments. This is being done with the involvement of both

Oxford University Hospitals NHS Foundation Trust (OUH) and Oxfordshire Clinical Commissioning Group (OCCG).

- Taking part in the Healthwatch England NHS waiting times project, together with the other four Healthwatch in BOB ICS.
- Listening to people's experiences of social prescribing in the county to inform the system wide development of a social prescribing strategy for the county.
- Planning a series of Enter & View visits over the next six months.
- Parents support groups OWN event in October.
- Primary Care Network information webinar for Patient Participation Groups in October to be attended by a PCN Clinical Director and other PCN staff.

6.2 Future planning

Healthwatch Oxfordshire staff team and trustees are reviewing our current strategy and planning for 2022 onwards. This process includes asking the public what they think our priorities should be. We will have our plans in public early next year. If anyone would like to contribute their thoughts, please do contact us at hello@healthwatchoxfordshire.co.uk or by telephone 01865 520 520.

Just a quick reminder of what we do:

