

# Healthwatch Oxfordshire

## Report to the Oxfordshire Joint Overview Scrutiny Committee

March 2022

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# 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>

Two reports have been published since the November 2021 HOSC meeting.

These and forthcoming reports will be published and reported to the HOSC.

Report	Subject	Published month
<b>GP website review</b>	Review of 67 GP websites for accessibility, information and clarity. Follow up on initial survey April 2021.	Dec 2021
<b>Engaging seldom heard voices - hearing from Albanian and Arabic speaking communities</b>	Undertaken for CQC. Focus on <b>Albanian and Arabic</b> speaking communities via interviews and focus group. Views on using health services and speaking up. <i>Summaries available in English, Albanian and Arabic.</i>	Feb 2022 Full report: <a href="https://healthwatchoxfordshire.co.uk/wp-content/uploads/2022/02/Where-shall-we-go-Albanian-and-Arabic-speaking-communities-views-on-speaking-up-about-NHS-services.pdf">https://healthwatchoxfordshire.co.uk/wp-content/uploads/2022/02/Where-shall-we-go-Albanian-and-Arabic-speaking-communities-views-on-speaking-up-about-NHS-services.pdf</a>  Summary: <a href="https://healthwatchoxfordshire.co.uk/wp-content/uploads/2022/02/Hearing-from-Albanian-and-Arabic-speaking-communities-summary-1.pdf">https://healthwatchoxfordshire.co.uk/wp-content/uploads/2022/02/Hearing-from-Albanian-and-Arabic-speaking-communities-summary-1.pdf</a>
Patient experiences of contacting a GP	695 survey responses on GP access (see below).	March 2022
Using remote blood pressure monitoring	Undertaken with Healthwatch England and national partners	March 2022 Oxfordshire findings
Using interpreting services: views of service users and health professionals	Views on interpreting services for accessing health and care	March 2022 followed by a round table discussion with key stakeholders

<b>Report</b>	<b>Subject</b>	<b>Published month</b>
Listening to Chipping Norton and surrounds	Outreach to Chipping Norton area	March 2022
Rural isolation and access to services	Joint survey and report with Oxfordshire Community Foundation (OCF). 528 respondents.	April 2022
Enter and View Reports	Visits resumed: <u>Chipping Norton</u> ; vaccine hub, First Aid Unit, and Out of Hours. <u>Eynsham</u> ; Lloyds Pharmacy, Eynsham Health Centre	Ongoing reports available as undertaken
Views on maternity services from Black and multi-ethnic women	Film and research with <i>community researcher</i> Omotunde Coker	Film showing and round table discussion with women and maternity services on 12 March 2022
Sudanese community - views on healthy lifestyles	Research report with <i>community researcher</i> Nagla Ahmed	March 2022

## 2 Healthwatch Oxfordshire Progress 2021-22

In early 2021 Healthwatch Oxfordshire invested in targeting resources at social media and online. This continues to pay dividends in both raising the profile of Healthwatch and enable people to take part in our online surveys.

For the period of 1 November 2021 to 15 Feb 2022 we have:

- Reached 20,546 people via our posts on Facebook and had 15,748 Twitter impressions.
- Published 159 Feedback Centre reviews
- Had 15,316 visits to our website
- Had articles about our work published in the Oxford Mail, Witney Gazette and Banbury Guardian, and several community and parish magazines, town council websites. Executive Director has also given 4 radio and television interviews (two each to Radio Oxford and BBC South Today) about the impact of COVID-19 on local health services.

## 3 Key services we are hearing about

### Access to GPs

We continue to hear via requests for information and our Feedback Centre from patients about access to GP services. Based on our survey and report *Patient Experience of contacting a GP*: Findings included:

- People welcome the ‘call back’ function, but it is not suitable for more urgent issues, for people who are unable to pick up phone calls throughout the day, or if it results in the person being put back into a long queue.
- Online tools and apps provide additional access to certain services but can be time-consuming or difficult to complete, and sometimes give unhelpful or inappropriate advice.
- Demand for services at GP surgeries is high. Despite best efforts of staff, patients can find it difficult and frustrating to obtain appropriate consultations and advice.
- One in three people called their GP practice wishing to book a non-urgent appointment. Many were unsuccessful.
- People with without access or unable to use a telephone or digital communication are likely to find it difficult to contact a GP practice or use online tools.

Recommendations were made to Oxfordshire Clinical Commissioning Group (OCCG) as follows:

To note the findings of the report –

To support GP surgeries to improve technical and human resource capacity to respond to changing demands and improve patient experience.

These include:

- Communications infrastructure (e.g. telephone systems, comprehensive online tools)
- Sufficient and supported care navigators and reception staff o Additional resources where necessary to meet demand at peak hours (e.g. between 8am and 11am)
- Flexible and extended hours for patients to contact surgery staff

N.B. At the time of writing this report was still in draft form and awaiting feedback from system partners. Final report to be published early March and may reflect changes as a result.

### Access to NHS Dentistry

ongoing communication from the public struggling to find NHS dental treatment, Oxfordshire wide. We continue to raise this with NHS South East Commissioner. Recent funding of £50m has been made available to support additional hours to March 31st in NHS S.E. area. However, to date only one NHS dental practice in Oxfordshire has taken this up, according to NHS SE Commissioner, so it remains to be seen if there will be an impact on local provision.

*“I had an emergency yesterday, I went to the GP and they told me to book an emergency appointment with a dentist right away. I have called at least 6 dentists and all of them said they can't see me if I am not registered with them which I find insane since it was an emergency”.*

*"I broke a tooth on Saturday, and have discovered since that the practice I was registered with has dropped me, and they don't accept NHS patients any longer. I called every dental practice on the NHS website, and discovered that they are either no longer in business, or they don't accept NHS patients anymore. Talking to 111 confirmed this - they could find one local practice, and I had already contacted them, only to learn that they too don't offer NHS services anymore. That pretty much means that there are no NHS dentists at all in Oxford, leaving the 150k people inside the ring road without affordable dental care."*

*"I have been trying for 2 years to find an NHS dentist for me my wife and children, I really need some help to get seen... The whole system is broken. I can't afford £65 per person for a checkup so what am I meant to do? I am at high risk of infection due to my medication."*

### **CAMHS (Child and Adolescent Mental Health Services)**

Healthwatch Oxfordshire has not heard much from the public about CAMHS over the past year. However, more recently with reaching out over OCC SEND consultation, we have had some feedback about waiting times for assessment and support: .

*"I am living with this. He needs help and I am asking for it, it's like banging my head against a wall. As a parent I get blamed"* .

*"Offering an appointment for a new client with a 4.5 year wait is no service at all. There will be children who will be adults by the time they get to the front of this queue. Absolutely shocking. So much for prioritising mental health"*

*"Multiple contacts with the Camhs service for autism assessment. No matter what the difficulty you only get to speak to an admin and told if not imminent physical risk to the child or someone else and no help will be forthcoming. The waiting list has been lengthening since pre-pandemic and although there is a facility for online remote consulting this is not being made available"*.

## **4 Wider Healthwatch Oxfordshire Activity**

### **Work with community researchers**

Two community researchers working with Healthwatch Oxfordshire have been focusing on Black Women's experiences of maternity, and views on healthy lifestyles among Oxfordshire's Sudanese Community. Community Participative Action Research (CPAR) training support initiative under Health Education England (HEE) and Public Health England South-East. Showcasing regional CPAR activity will be online in May 2022.

### **Patient Participation Groups (PPG) and Primary Care Networks (PCN)**

Ongoing work with Patient Participation Groups, including regular newsletter, webinars and work linking to Primary Care Networks (PCN). Webinars held:

- 28 November (topic: growth, buildings and waiting lists) with speaker Julie Dandridge, Deputy Director and Head of Primary Care and Medicines Management for Oxfordshire Clinical Commissioning Group and
- 28th January (topic: PPG updates and questions) convened by Rosalind Pearce Executive Director Healthwatch Oxfordshire.

Total attendees at these events was 39 chairs and members of PPGs

### **Oxfordshire Wellbeing Network (OWN)**

Healthwatch Oxfordshire ambassadors to the Children’s Trust held a feedback session on Oxfordshire County Council’s SEND consultation (special educational needs and disabilities) on 17 February, attended by 14. What we heard helped inform an organizational comment on the SEND consultation to OCC.

### **Oxfordshire Community Services Strategy review**

Healthwatch Oxfordshire attend the Community Beds Strategy Group of this review with an agreed remit to ensure that patient views are sought and wider communication on progress happens.

## **5 Ongoing work and future planning**

December 2021 Oxfordshire County Council confirmed an extension of HWO grant-in-aid agreement (one year 2022-23).

In the light of this, forward planning is now able to take place for the year ahead and currently plan includes focus on:

- Revisit care homes and social care theme
- Oxford University Hospitals NHS Foundation Trust medicines helpline
- Continued Enter and View visits
- Continued representation of what we hear to Children’s Trust, Health Improvement Board, Health and Wellbeing Board, and Health Overview Scrutiny Committee.

Further work will be planned and guided by Healthwatch Oxfordshire goals and strategy 2022-23 available here: <https://healthwatchoxfordshire.co.uk/about-us/our-priorities/>

<b>Goal</b>	<b>Detail</b>
<i>Increase the voice of the “seldom heard” communities.</i>	Continue working using community research and working with seldom heard groups to identify key issues
<i>Increase the influence of Healthwatch Oxfordshire - in the design, delivery and review of Health and Social Care services.</i>	<ul style="list-style-type: none"> <li>• Ensure the voice of patients and public are heard by the health and social care system.</li> <li>• Play a leading role in making system engagement effective</li> </ul>