

# Healthwatch Oxfordshire

**Report to the Oxfordshire Health and Wellbeing Board  
December 2020**

## 1. 2020-21 Update July to November

The onset of the coronavirus pandemic and resulting ‘lockdown’ in the UK has had a significant impact on Healthwatch Oxfordshire’s planned activity and work plan. This has had a major impact on our plans to work in local communities. We planned to resume outreach in Didcot in October but had to curtail this activity from 3<sup>rd</sup> November. However, we are back in Didcot in early December.

We also had to put on hold the recruitment of our Community Outreach Worker post, this will be completed in January 2020.

The projected impact on the number of people reached via outreach activity in 2020-21 is a reduction of 60%.

### 1.1. Didcot outreach

In November we held a virtual Didcot drop-in on Zoom. This was the first of its kind by Healthwatch Oxfordshire - two Patient Participation Group Chairs attended along with the Assistant Manager at Didcot Health Centre. In addition, we completed two outreach visits in the Didcot and surrounding villages during October - firstly at the Didcot Community Larder and then at East Hagbourne Village Hall (in their car park). We made direct contact with 156 people over the two days. To date we have received 220 responses to our questionnaire ‘What is it like living in the Didcot area?’. We intend to complete the outreach before the Christmas period - subject to Covid-19 Tier rules and ensuring staff and residents are Covid secure. A report on what we heard will be available early February 2021.

### 1.2. July to September activity report

This is included in the Healthwatch Oxfordshire Board meeting papers (24<sup>th</sup> November 2020). To summarise:

1. We continued to move most of the outreach activity to later in the year due to Covid-19 external activity restrictions.
2. Enter & View activity is still on hold. We are exploring how this can be accomplished with minimal face-to-face contact.
3. We promoted an Oxfordshire Wellbeing Network planning meeting using the Zoom platform in July to focus on BAME community issues. An invitation sent out to 43 local groups using their public facing email addresses. Ten bounced back as undeliverable and we received 6 apologies, and one

booking to attend the event. Following up individually we were able to talk to interested parties. There is an appetite from local groups in the Black Asian and Minority Ethnic community to get involved in Oxfordshire Wellbeing Network events but fair to say that the pressures on these communities during the coronavirus pandemic is limiting their involvement in external activity. An up and coming report authored jointly by Healthwatch Oxfordshire and Community Action Oxford on community wellbeing again gives opportunity for OWN to support the discussion and learning from this work.

4. Online surveys supported by paper copies, translated copies and support over the telephone have continued to be utilised to reach the population during the Covid-19 restrictions. Between July and September, we closed 8 surveys that had generated 1137 responses. These surveys covered (number of responses):

- Mental health and wellbeing 0-5's (64)
- Working with 0-5s (16)
- Oxford Community wellbeing (152)
- Using your pharmacy (400 including 50 responses since Covid-19)
- Armed forces survey (87)
- Mental health survey (141)
- OCC financial contributions review (212)
- Practice managers Covid support (14)

5. During this period, we published 7 reports:

- 0-5's report written up and launched informally. Distributed via Early Years news and Homestart, plus Children's Trust
- Care Homes and Covid
- Let's Talk about Mental Health Sept 2020
- Patient Participation Group Activity during Covid-19 - July 2020
- GP Surgeries activity to support patients during Covid-19 - September 2020

- Mental health report finished, feedback received from OMHP and Oxford Health. Final report and exec summary published
  - Oxfordshire County Council financial review report finished, and feedback received from OCC; final report & exec summary published
6. Our fortnightly news briefing continues to be well received. This together with the Healthwatch Oxfordshire column in Oxford Mail support our effort to reach as wide an audience as possible. During the same period, we had 24 ‘media hits’ including requests for interviews or written comments, 11 articles in parish magazines / newsletters.
7. Social media and our web site continue to provide an invaluable source of information from the public, great way of communicating out to the public and targeted audiences. Website hits, twitter impressions and Facebook reach are continuously growing; there is more to be done here without forgetting that not everyone is digitally engaged.
8. Facebook proved an invaluable route to reach members of the public when we were recruiting to the Outreach Worker post. 3,900 people saw our advertisement through this route.

## 2. Healthwatch Oxfordshire Reports

Since October we have published one research report, our HOSC report to the October meeting, and Healthwatch Oxfordshire’s quarterly Board meeting papers. We published the following reports since the last Board meeting:

- I. Emotional wellbeing in 0-5year olds in Oxfordshire - September 2020.
- II. Reports to the Oxfordshire Health and Wellbeing Board October 2020 and Oxfordshire Joint Health Overview Scrutiny Committee (HOSC) - November 2020
- III. Healthwatch Oxfordshire Trustees Board meeting November 2020

All the above reports are available online [www.healthwatchoxfordshire.co.uk/our-reports](http://www.healthwatchoxfordshire.co.uk/our-reports)

### 3. New and ongoing work

Recognizing that the pandemic was having an impact on services and individual's access to services we:

1. Opened a general online survey of people's **experiences of care during Covid-19**.
2. More recently launched separate surveys of **unpaid carers** and **people employed in caring in people's homes**. Both these have questions that relate to the impact of Covid-19 on their lives.
3. Revisited the Care Homes to find out how it is now and plans for winter and 2<sup>nd</sup> Covid-19 wave
4. Seeking to hear from residents and families of people living in care homes
5. Dentistry after hearing much from patients and talking with NHS England Commissioner we launched survey to find out what it has been like to access dentist during Covid-19 and now
6. Following the Bruno Holthof's presentation to the Joint Overview and Scrutiny Committee (HOSC) about Covid-19 research in Oxfordshire in November - point 4 'PHOSP-COVID & C-MORE (investigating the long-term health impact of COVID-19)' of his report we are beginning to explore how to understand the experiences and impact on 'long COVID' on people living in Oxfordshire. We are interested to know what the health and care system have planned to support those people experiencing long COVID-19

### 4. External meetings

External meetings between July and November attended include:

- Oxfordshire Health and Wellbeing Board
- Oxfordshire Joint Health Overview Scrutiny Committee (HOSC)
- Oxfordshire Clinical Commissioning Group led Phase 2 Calm clinic Task and Finish Group
- Health Inequalities Commission Implementation Group
- Care Homes Bronze Cell re Care Homes Report
- Mental Health Prevention Concordat Partnership Group
- Oxfordshire Clinical Commissioning Group (OCCG)- Quality Committee, Primary Care Clinical Commissioning Committee (in attendance) presented our reports on PPGs and Practice Manager

- Quality Care Commission (CQC) six weekly meeting with managers
- Buckinghamshire, Oxfordshire and Berkshire West Integrated Care System (BOB ICS) meetings including:
  - o Voluntary Community & Social Enterprise Partnership
  - o Healthwatch Liaison Lead Management Group
  - o Population Health Management Development Programme
- Dr Nick Broughton CEO Oxford Health NHS Foundation Trust
- Diane Hedges, Deputy Director OCCG re issues raised at Health Improvement Board re PPGs and GP engagement
- Didcot PPGs and Julie Dandridge, Head Primary Care OCCG re Didcot primary care estates - estate summit agreed for December 2020.
- Children's Trust Board Healthwatch Oxfordshire Ambassadors - survey of parents needs and concerns
- Oxfordshire Integrated Care Partnership - Population Health Management Action Learning Set
- Oxford University Hospitals NHS Foundation Trust - patient care liaison
- Virtual Wards Sats Stakeholder meeting - system wide
- Oxfordshire Covid oximetry at Home Stakeholder workshop - system wide
- Oxfordshire County Council re Voices of care home Residents and families project development
- National Voices AGM
- Patient Participation Groups - attended three virtual meetings
- Oxfordshire Analysts Networking meeting (Joint Strategic Needs Assessment)
- Oxfordshire Children and Young Peoples Forum
- Black and Ethnically Diverse Worlds Group
- 'Fit For the Future': Strategic development of Oxfordshire's VCS sector
- 'Innovation and Change in Social Care: Learning from the Pandemic' presenter at Green Templeton College, Oxford University