

Healthwatch Oxfordshire Report to Oxfordshire Health and Wellbeing Board December 2022

An overview of activity and outcomes April – September 2022

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Overview of Healthwatch Oxfordshire activity April to November 2022

Healthwatch Oxfordshire Reports to external bodies

During April to November 2022 we published the following reports to:

- Oxfordshire Health and Wellbeing Board in June and September 2022
- Oxfordshire Health Improvement Partnership Board May, September and November 2022.
- Oxfordshire Joint Health Overview Scrutiny Committee in May, June, September and November 2022.

All the above reports are available online at:

<https://healthwatchoxfordshire.co.uk/our-reports/reports-to-other-bodies/>

Healthwatch Oxfordshire reports

<https://healthwatchoxfordshire.co.uk/our-work/research-reports/>

We published 2 research reports:

- Visiting Care Homes since COVID 19
- Getting your prescriptions from pharmacy (plus a round table discussion)

We published 3 Enter & Review Reports to different services:

- Banbury Cross Health Centre May 2022
- Banbury Heights nursing Home June 2022
- East Oxford Dental Clinic October 2022

Activity and outcomes April to end of September 2022

Between April and the end of September we heard from/engaged with 4,162 people.

Points of note include:

- 156 people received signposting support
- 173 Feedback Centre reviews
- 2,676 people have actively engaged with our social media channels
- 880 people have been heard from during our outreach, research and engagement with voluntary and community organisations
- Completed 4 Enter and View visits where we heard from 100 people

- Our support for Patient Participation Groups and Primary Care Networks continues – we held 4 webinars attended by 74 people and attended 9 PPG/PCN meetings over this period

Outreach activity:

‘On the street’ outreach to speak to the public took place in Banbury, Faringdon, Oxford Older People’s Day and Oxford University Freshers Fair (Keble College) and planned for 18th November in Wallingford and elsewhere in the coming months.

Healthwatch Oxfordshire hospital stands have been held at Horton, Nuffield Orthopaedic, and John Radcliffe hospitals to speak directly with members of the public.

Oxfordshire Men’s Health Partnership is encouraging everyone to have a chat with a friend, colleague, family member or stranger every day throughout November to help tackle issues of loneliness and isolation. Healthwatch Oxfordshire are linking into this and supporting its 30 Chats in 30 Days campaign by having 30 conversations in November with working men in Carterton.

Outcomes from our work – To read about other outcomes see our Board papers for the 29th November Healthwatch Oxfordshire Trustees meeting on webpage <https://healthwatchoxfordshire.co.uk/about-us/board-papers-and-minutes/>

Key issues we are hearing:

Continue to hear about NHS dentistry, GP waiting times and access, cost of living, CAMHS.

Round table meetings

Following our report ‘**Getting Your Prescriptions**’ we held a round table discussion attended by the local commissioners – Buckinghamshire, Oxfordshire and Berkshire West Integrated Care Board (BOB ICB) – GPs, Primary Care Networks, Thames Valley Pharmacy, and pharmacy providers. Agreed actions included a commitment to work closely together as a system, to improve communication with the public, better promotion and awareness of services. This also included commitment to explore improvements to some of the operational challenges of referral and delivery, whilst focusing on understanding gaps in reach or uptake, particularly in communities

facing health inequalities in the county. Healthwatch Oxfordshire will follow up on progress in the future.

Following on from hearing from patients that they cannot find an **NHS dentist** to register with, to access ongoing treatment following an emergency appointment or to register their children Healthwatch Oxfordshire invited the commissioner, Local Dental Committee and Oxfordshire County Council Public Health and Oxford Health NHS Foundation Trust to a round table discussion – **‘What can be done to improve patient access to NHS Dentistry?’** Actions agreed were:

1. Improved communication with public including:
 - a. Make publicly available the Dental Help Line
 - b. Public information about dental care and support
 - c. Public health information campaign about dental health
 - d. Greater awareness that a patient is not limited to using the same dentist – it is not the same as being registered with a GP!
2. The NHS Commissioner and Public Health to work closely together
3. Healthwatch Oxfordshire and Healthwatch Bucks to support communications with the public – get important messages out there!

An opportunity for BOB ICB to be innovative

The opportunity for BOB ICB as the commissioner of dentistry in the area to explore how they can devise a service that meets the needs of local populations.

Healthwatch Oxfordshire is keen to continue this discussion, support BOB ICB to communicate with their population, support the Public Health messaging, and keep the foot on the pedal on improving access to NHS dentistry in the area.