

Healthwatch Oxfordshire Report to Health and Wellbeing Board – Sept 2024

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Note: this report covers a brief overview of Healthwatch Oxfordshire activity since the last meeting of Oxfordshire Health and Wellbeing Board (HWBB) of March 2024 – a longer time period than usual. The July meeting of the HWBB was cancelled due to pre-election restrictions.

Healthwatch Oxfordshire Board

HWO Board continued to meet, although the June Public Open Forum was cancelled due to pre-election guidance from Healthwatch England. Notes from the public open forum meeting with the board on 24th September can be seen here:

<https://healthwatchoxfordshire.co.uk/about-us/board-papers-and-minutes/>

Healthwatch Oxfordshire Annual Impact Report 2023-4 was presented online on 16th July. You can read the full report, and watch a video of the public presentation here: <https://healthwatchoxfordshire.co.uk/report/healthwatch-oxfordshire-annual-impact-report-2023-24/>

Healthwatch Oxfordshire reports to external bodies

Since the last Health and Wellbeing Board meeting in March 2024 we attended:

- Health Improvement Board (lay ambassador)
- Oxfordshire Joint Health Overview Scrutiny Board (HOSC April, June, Aug and Sep 2024)
- Oxfordshire Place Quality Committee (monthly)
- Oxfordshire Safeguarding Adults Board.

Any reports to external bodies we attend can be found online at: <https://healthwatchoxfordshire.co.uk/our-reports/reports-to-other-bodies/>. We also attend Oxfordshire Place Based Partnership (Buckinghamshire, Oxfordshire and Berkshire West Integrated Care Board – BOB ICB) among other BOB ICB committees, including the Health Overview Scrutiny and Quality Committees. We work closely with HW Bucks, HW Reading, HW Wokingham and HW West Berks to bring insight into BOB ICB.

We published responses to organisational Quality Accounts, and to proposed BOB ICB operating changes here:

<https://healthwatchoxfordshire.co.uk/news-and-events/correspondence/>

Healthwatch Oxfordshire research and insight reports

All our reports can be seen here: <https://healthwatchoxfordshire.co.uk/reports> All reports are available in summary and Easy Read. Since the last meeting we published the following reports:

- **Health and Wellbeing in Ambroseden, Arcott, Blackthorn and Piddington (May 2024)** Healthwatch Oxfordshire commissioned Community First Oxfordshire (CFO) to undertake community insight research in a rural area of Oxfordshire with focus on understanding health inequalities, and health and wellbeing – the views of 162 residents in total were heard. The report was presented to the Health and Planning Group and Prevention and Health Inequalities Forum for discussion and learning.
- **What community researchers heard about food and the cost-of-living impact on communities in OX4 (July 2024)** Culmination of work by two community researchers Hassan Sabrie and Mujahid Hamidi (from local group Oxford Community Action) between June 2023 and June 2024. They were hosted and supported by HWO as part of the NHS South-East Community Participatory Action Research (CPAR2) programme, with training from Reading University, and additional support from Healthwatch Oxfordshire and Scottish Community Development Centre. The report captures views of 166 people living in the OX4 area of East Oxford and using the food support services of Oxford Community Action, Oxford Mutual Aid, and Waste2 Taste, part of the OX4 Food Crew umbrella. The learning, final report and film (see https://youtu.be/5_P3MMGUirl) was shared by the community researchers at CPAR2 showcase event in London, as well as at the Policy Lab, and Oxfordshire Community Research Network. The report identified cost of living challenges, and next steps have already been initiated including provision of weekly advice sessions delivered by Agnes Smith Advice Centre, distribution of OCC leaflets on additional cost of living support grants, and pilot ideas for a ‘social supermarket’ and food growing initiatives. Together we are holding a feedback event in October to share the findings and identify further ways of bringing in support to people facing challenges of cost of living.
- **Patient Participation Groups in Oxfordshire (July 2024)** We heard from 78 people representing 35 Patient Participation Groups and GP Practices across Oxfordshire – hearing about a wide variety of experiences of PPGs in the county,

including the good work and support they give to their GP surgeries, as well as needs articulated for more communication with health and care system, and clearer guidance around remit and role.

- **Supporting children’s oral health (July 2024)** Supplemented with additional funds (via NHS Core 20 Plus 5 via BOB ICB), this work focused on hearing from parents and carers of children under 10 about oral health. We worked with five ‘Community Connectors’ in Banbury Ruscote and Neithrop to reach those living in the area. We carried out an additional online survey to hear from parents and carers of children with Special Educational Needs and Disabilities (SEND). Final reports include setting out what we heard from 96 people in Oxfordshire about supporting oral health in children. We heard from a total of 45 people via conversations our Community Connectors had with families from two wards in Banbury. We also carried out a county-wide online survey hearing from 38 people and had 9 in-depth interviews with caregivers of children with SEND. We also spoke to families seeking asylum and in temporary hotel accommodation in Banbury. In April 2024, we hosted an event in Banbury, where our Community Connectors shared what they had learned from their conversations with the public and presented their findings to representatives from the health system.
- We also published an additional **overview report jointly with Healthwatch Bucks, Healthwatch Oxfordshire and Healthwatch Reading** and presented to BOB ICB highlighting views gathered by each under Core 20 project. We shared learning and good practice with NHSE on working with community connectors.
- **What we heard about eye care services in Oxfordshire** (Sept 2024) We heard from 141 people using primary and secondary eye care services in the county. People were generally positive about their experiences of appointments at eye care services: 68% responded ‘good’ or ‘very good’ for ‘availability of appointments’, 64% for ‘waiting time for an appointment’, and 73% for ‘convenience of appointment time’. People were slightly less positive about their experiences of travelling to appointments, costs of care, and referrals. We heard that availability of appointments at the Oxford Eye Hospital was generally good, although people also experienced cancelled appointments, difficulty with transport and attending early appointments, busy waiting areas, and long waits to be seen. Some were frustrated at not being able to receive outpatient eye care at their local health facility.

Patients rated aspects of service quality highly, citing excellent experiences of care at the Oxford Eye Hospital. Most staff were viewed as considerate, kind and caring, with some providing outstanding care. However, crowded outpatient waiting areas, delayed appointments, and a perception of inadequate staffing left some people dissatisfied and concerned about patient safety.

Enter and View visits and reports:

We make Enter and View visits to healthcare settings to collect evidence of what works well and what could be improved to make people's experiences better. Based on the feedback of patients and members of staff, we highlight areas of good practice and suggest improvements. <https://healthwatchoxfordshire.co.uk/our-work/enter-and-view/> Since the last meeting we have published the following Enter and View reports:

- The Close Care Home, Burcot (March 2024)
- Day Lewis Pharmacy, Didcot (March 2024)
- Alma Barn Lodge Care Home, Didcot (May 2024)
- Health Visitor Services at The Bluebell Centre, Didcot (July 2024)
- The Surgical Emergency Unit, John Radcliffe (July 2024)

Current surveys:

We currently focusing on:

Women's Health Services: <https://www.smartsurvey.co.uk/s/womenshealthservices/> hearing about experiences of women's health services. Online and paper survey, with supplementary outreach.

In November we will be carrying face to face outreach to hear from **working men** in the county.

Other activity summary to date:

- Healthwatch Oxfordshire **Annual Impact Report for the year 2023-4** was published and presented online on 16th July – report <https://healthwatchoxfordshire.co.uk/report/healthwatch-oxfordshire-annual-impact-report-2023-24/> and recording of the event <https://youtu.be/EJZWDHB0VqE> can be found here.
- During 2023-4: 4,786 people shared their experiences of health and social care services with us. 396 people left a review of their experience of using health and social care services via the Feedback Centre on our website (<https://healthwatchoxfordshire.co.uk/services>). 284 people came to us for advice and information about local health services. We published 39 reports based on our research, setting out what we heard and what improvements people would like to see to local services. All our staff are trained in Making Every Contact Count (MECC). We provide up to date information and news on health and care topics via social media, fortnightly news bulletin and via local networks across the county.
- Summaries of **Healthwatch Oxfordshire’s quarterly activities** and achievements since the last meeting – include for Q4 Jan-Mar 2024 (2023-4 year) and Q1 April-June 2024 (2024-5 year) activity and can be found here: <https://healthwatchoxfordshire.co.uk/impact/> with quarterly report summaries of activity, and examples of how our work has had an impact and made a difference.
- Our **goals and priorities** for the year can be found here: <https://healthwatchoxfordshire.co.uk/about-us/our-priorities/>
- We continue to hold **public webinars** <https://healthwatchoxfordshire.co.uk/news-and-events/patient-webinars/> on topics including Pharmacy First, BOB ICB Primary Care Strategy, and Health Closer to Home – enabling residents to hear from health and care providers and commissioners, and contribute views to strategy development, feedback and other insight. The next webinar on 19th November will focus on men’s health.
- We are carrying out a community insight profile of **Wood Farm**, commissioned by Oxfordshire CC and Oxford City Council as part of the ongoing health profiling of parts of the county. This piece of work and our report will form part of the overall profile for public health on Wood Farm due in early 2025.