

## 1. Introduction

- a) The key areas of work for the Healthwatch Oxfordshire team since the last HOSC meeting in February 2015 have been:
  - i. Recruitment of staff
  - ii. Launch of Discharge from Hospital Project
  - iii. Planning of Dignity in Care project
  - iv. Completion of care home residents and relatives project
  - v. Support to Guideposts, Oxfordshire Rural Community Council(ORCC), Homestart, Donnington Doorstep and Restore on their grant funded projects
  - vi. Expanding our outreach and influencing programmes
  - vii. Pursuing campaigns on cancer treatment time targets, PPG (Practice Participation Group) development and lessons learnt from a suicide review
  - viii. Board induction
  - ix. Volunteer recruitment, induction and training
  - x. Presentation/press launch of first major impact and outcomes report
  - xi. Finalising the transfer of the PIN (Public Involvement Network) to HWO.

## 2. Progress on key areas of work

### 2.1 Grant aided projects

- a) Healthwatch is currently supporting 5 groups to produce reports on their service user experience through its grant programme:
  - i. **ORCC** is undertaking a project to establish how best to sustain dementia friendly communities
  - ii. **The Guideposts Trust** is exploring how well the needs of young carers, carers of MH patients and carers of people with learning disabilities are being met
  - iii. **Homestart** are looking at how well pre and post-natal support services are working for the families they support in Oxford and Bicester
  - iv. **Restore** are developing a best practice guide on service user involvement in service redesign
  - v. **Donnington Doorstep** are working with the national working group on Child Sexual exploitation to establish to what extent services now available to those at risk, adult survivors of CSE activity and parents/carers of those affected are working.
- b) The first four of these reports will be ready for publication in June and July, and the Doorstep project report is scheduled to be ready to present at the OSCB CSE sub group in the autumn.

## 2.2 Healthwatch projects

- a) We have just completed a small project to establish best practice guidelines for care providers to involve relatives of residents in care homes. This project found that excellent resources already exist, and that the key action required is to promote their use. A summary of recommendations with links to existing guidance, will be circulated to care providers via the Oxfordshire association of Care Providers on our behalf.
- b) In addition we have two major service evaluation projects underway- one on the quality of the hospital discharge service and one on dignity in care.
- c) Our volunteers are on track to interview over 100 people in a variety of different settings about their experience of being discharged from hospital, and we have already had well over 150 questionnaires completed online. Professionally specific questionnaires have also been distributed to pharmacists, GPs and care providers to establish how they think the process could be improved, and a report drawing all this data together will be completed by late July.
- d) All the early preparation and planning work needed for HW and Age UK to run a large scale project exploring how well dignity in care standards are being met across Oxfordshire is now complete. This project will comprise:
  - i. Enter and view activity across a range of health and care settings
  - ii. Focus groups with hard to reach groups of services users
  - iii. Work to develop film and words based case studies.
- e) The resulting report will be published at an event in early November that will be staged in partnership with the University of Oxford Health Experiences Institute and which will comprise
  - i. Publication of the key findings from the report
  - ii. Academics and policy makers of national significance leading a workshop or debate with an audience of policy makers, change makers, users and carers that answers the following 3 questions:
    - What did we find?
    - What does it mean for local people, commissioners and providers?
    - What do we do about it?
  - iii. A high profile awards ceremony, at which awards celebrating local best practice for meeting dignity in care standards in a range of care categories are distributed. Local partners who have agreed in principle to put their name to an award and to assist with other aspects of the event include the Picker Institute and Oxfordshire County Council. Delivery of this element of the event and associated work would be led by Age UK Oxfordshire, working in partnership with the Oxfordshire Association of Care Providers.
  - iv. Age UK Oxfordshire's AGM.

### **2.3 Lay involvement in decision making**

- a) The transfer of the Public Involvement Network (PIN) functions from OCC to HWO is progressing. The additional £4000/quarter income for this work was added to the grant for the final ¼ of the current financial year.
- b) The mailing list for the PIN has now been received from OCC, but is substantially smaller than anticipated. The CEO has met with the officers currently supporting both the Health Improvement and Children's Trust Boards to establish what is required. Active support to the adult reps on the Children's Trust Board is already being provided, but further work is required to establish how best to involve children and young people. The Health Improvement Board has been asked to accept a paper proposing how HWO might support lay involvement to this group for discussion at its meeting on April 23<sup>rd</sup>.

### **2.4 Campaigns**

- a) The CEO is supporting 5 campaigns at present:
  - i. Lobbying NHS England to provide information and assurance on how it will ensure the new GP contract does not adversely affect development of effective PPGS. This issue has been escalated to Healthwatch England.
  - ii. Lobbying OCCG to provide information and assurance on the steps being taken to address cancer treatment time breaches at OUHT.
  - iii. Lobbying NHS England to demonstrate how it is assuring itself that medical services for detainees at Campsfield House are fit for purpose, and working with the CQC to ensure future inspections are more effective.
  - iv. Lobbying OCC and the CQC to address serious concerns raised about the quality of care provided at the Erdington House extra care housing facility.
  - v. Taking up issues with OCC about the design standards it sets for extra care housing providers, and the extent to which extra care housing is always fit for purpose for disabled residents.

### **2.5 Events**

- a) Planning is progressing for a series of Hearsay! events to take place in May and June. This year we will have locality based events with NHS and OCC locality managers meeting service users in events in Dicot on May 7th, Oxford on May 21st and Banbury on June 4th , followed by a countywide event on a Saturday in Oxford in late June/early July.

### **2.6 Outreach programme**

- a) The outreach programme delivered since the last HOSC meeting and scheduled for the coming months comprises:
  - 3rd&4th Feb - Banbury Morrisons
  - 10th Feb - Wheatley ASDA
  - 11th Feb - Memory Café Witney
  - 11th Feb - Presentation on New Health Centre in Chipping Norton
  - 16th Feb - Witney Rotary Presentation

- 20th Feb - Memory Café Wantage
- 20th Feb - Healthy Families Event, ACE Centre Chipping Norton
- 25th Feb - Archway drop in, Oxford
- 10th March - Age UK Kidlington
- 10th March - Rose Hill Children's Centre
- 17<sup>th</sup> March - North Oxfordshire Locality Meeting
- 18<sup>th</sup> March - Community Information Network Partnership meeting, West Oxfordshire
- 18<sup>th</sup> March - Tackling Brain Diseases Event, Radcliffe Observatory Quarter
- 20<sup>th</sup> March - Health Fair, Henley Town Hall
- 24<sup>th</sup> March Community Information Network Partnership Meeting, Oxford
- 30<sup>th</sup> March Memory Café, Kidlington
- 30<sup>th</sup> March Oxfordshire Youth Parliament
- 30<sup>th</sup> March Age of Champions Event, Chipping Norton
- 15<sup>th</sup> April Community Information Network Partnership Meeting, Cherwell
- 17<sup>th</sup> April Community Information Network Partnership Meeting, Vale
- 17<sup>th</sup> April Age UK Information Fair, Bicester
- 23<sup>rd</sup> April Community Information Network Partnership Meeting, South
- 21<sup>st</sup> May South East Locality Forum
- All 6 Oxfordshire Play Association Play Days in July and August

## 2.7 Influencing programme

- a) HW is working with local specialist organisations and the CQC to improve the quality of future CQC inspections of Campsfield House. We are also working with those organisations to develop ways in which detainees experiences of healthcare provision can be relayed across the system in order to improve services - taking into account the particular difficulties of being able to tell the stories of detainees who say they have a fear of retribution if they raise concerns.
  
- b) HW is regularly bringing together the Directors responsible for Quality issues in OUHT, OHFT, SCAS, OCC, OCCG and NHSE, and the managers in each of those organisations responsible for service user engagement and feedback. The purpose of these meetings is to:
  - Develop a whole system view of quality priorities, based on analysis of service user feedback
  - Share learning on how to turn that information into action
  - Ensure that maximum benefit and minimum duplication are derived from all organisations' work to understand and act on service user feedback.

- c) The group has met twice and has already: agreed a set of whole system quality improvement priorities that will be included in the refreshed Health and Wellbeing strategy; shared Quality Account priorities and committed to working together on:
- Developing best practice for taking patient data, and turning it into information that informs action and leads to high quality feedback (eg getting the best out of Friends and Family test information).
  - Exploring better ways to establish, monitor and deliver quality priorities in those services that are not subject to the Quality Account process.
  - Sharing information on work being undertaken to support carers.
  - Receiving feedback from HW public outreach programme.

### 3. Media coverage

3.1 Healthwatch Oxfordshire has achieved over 30 mentions in the media in the period since the last HOSC meeting, with coverage including:

- Impact Report** -press release around Healthwatch Oxfordshire's first impact report, including liaison with Healthwatch England for national comment
- Enter and View discharge-based project** - organising a press conference with CEO, Project Manager and Enter and View volunteer, and liaising with Oxford Health and Wallingford Community Hospital over plans. Coverage included leading item on BBC Radio Oxford breakfast and drivetime programmes as well as news bulletins, news piece on South Today TV, articles and photos in the Oxford Times and Oxford Mail, interview on Jack FM
- Board members** - preparing and issuing press release announcing new Board members and Chair of the Board
- Commentary** - supplying expert comment to the media on a range of health and social care issues in the county, ranging from treatment appointment cancellations to the Serious Case Review into child sexual exploitation in Oxfordshire.

### 4. Organisational development

4.1 We continue to invest in building our own capacity and capability, and in the period since the last meeting we have:

- Accepted the resignation of Vivienne Laurie from the Board, and our thanks go to her for her contribution to the organisation over the last 18 months.
- Welcomed a new Chairman, Eddie Duller, and 7 new Directors to the Board on March 23rd. Biogs can be found on our website at [www.healthwatchoxfordshire.co.uk](http://www.healthwatchoxfordshire.co.uk). A new vice chair will be elected from this group at the May Board meeting.
- Appointed new staff to the posts of Head of Projects, Community Involvement Officer (Organisations) and Community Involvement Officer (Public). The staff we knew were leaving us have now moved on and that completes the current stage of our restructure.

- d) Accepted two opportunities to generate some additional income. A researcher based at the SAID business school has agreed a £2500 fee for us to undertake work with 50 mental health service users about the non statutory services they access to support their recovery. We have agreed a fee of £4000 with OCCG to provide admin and other support to the West Oxfordshire Locality Forum. This will entail supporting 10 steering group meetings and 3 public events. In the restructure we have created the capacity to take this on.
  
- e) Agreed to host a student doing an MA in Public Policy at Reading University for a 4 week placement in June.