

About us

Healthwatch Oxfordshire exists to be the independent watchdog and champion for people who use health* and social care services in Oxfordshire.

Healthwatch Oxfordshire's vision is that people are actively involved in shaping the health and social care services they use in Oxfordshire.

* "health" includes public health throughout



To do this we:

- Gather information about people's experiences of using health and social care services in Oxfordshire and make it available to the public.
- Use this information to make recommendations to relevant local and national organisations about how local services, policies and strategies need to change and improve and, where possible, secure their agreement to make improvements.
- Help hold those in charge of local health and social care services to account for putting our recommendations into practice - and do this in a way that is visible to the public.
- Provide advice and information to help individuals access health and social care services in Oxfordshire.



Responsibilities and powers granted by the 2012 Act

- A duty on service providers to allow authorised Enter and View representatives to observe services on their premises.
- Making reports and recommendations about how local care services could or ought to be improved.
- Local Healthwatch must rely on good relationships, or use the Freedom of Information Act to get information from public bodies.
- A person must acknowledge and respond to reports and recommendations within 20 days or 30 in some exceptional circumstances.
- NHS bodies and local authorities are required to ensure that independent providers respond to requests from us for information within 20 working days.



Cont'd...

- A referral to Overview and Scrutiny must be acknowledged within 20 working days and take into account any information provided.
- A place on the Health & Wellbeing Board and statutory consultee of the health & wellbeing strategy.
- Making recommendations to Healthwatch England to advise the Care Quality Commission (CQC).
- Local Healthwatch have the opportunity to comment on Quality Accounts
- We can escalate issues that can only be addressed at a national level to Healthwatch England, with a request that they take action.



How we hear from people

- Projects funded by grants and delivered by 3rd party organisations who can reach communities we cannot reach by ourselves
- Outreach work with the general public in order to hear unsolicited feedback on any topic of interest
- Major projects using Enter &View- often in partnership (eg Age UK)
- Conferences, workshops and events on particular topics - eg Hearsay!
- Quality and patient experience leads meetings.
- Single issue lobbying
- Building our networks and encouraging others to share their information with us
- Work with the media and wide range of local networks to raise our profile with the public so they bring us their stories



How we influence people

- We publish reports which make clear evidence based recommendations
- We carry out formal letter writing campaigns
- We are selective about what we comment on, so that when we speak we are listened too
- We are an active member of HOSC and H&WBB and other project and programme boards
- We have a regular cycle of “We said, They Did (or didn’t)” reporting in public
- We chair the Oxfordshire Directors’ of Quality and Patient Experience leads meeting
- We use the media
- We lobby behind the scenes.



Work already completed this year

Major projects: Discharge (July publication)

Events: Voluntary sector conference and Hearsay x 3

Outreach programme: 27 days out talking to the public.

Lobbying : Big Plan consultation; Campsfield House

Grant aided reports: Oxfordshire Neurological Alliance; Alice's Report; Dementia Friendly Communities; Homestart and Guideposts.

HWO Ambassadors: supporting lay people on Health Improvement and Children's Trust Boards

CQC inspections: MH Crisis services, local GP practices, local care homes, pass on safeguarding concerns



Current work programme

Major projects:

- Dignity (Nov publication), Child Sexual Exploitation (March-ish publication)

Events:

- Voluntary sector conference and Hearsay follow up in January
- Dignity in Care event with Age UK and the University in November

Enter and View:

- 3 sites of concern before March

Outreach programme:

- 12 events planned between now and Christmas.
- Aim for one event a week and to cover the County's towns over a year

Lobbying issues:

- Community Hospitals
- Needs of veterans and their families
- Quality of consultations.



Current work programme cont'd

Grant aided reports:

- Needs of gypsies and travellers (SEAP)
- Needs of parents and children from conception - age 2 (OXPIP).
- 10 organisations interested in bidding for next round.

HWO Ambassadors:

- Supporting lay people on Health Improvement and Children's Trust Boards and at national networks like HAPIA
- Supporting 6 patient led locality forums

CQC inspections:

- Oxford Health FT
- Local GP practices

Supporting other work:

- JSNA
- Primary care pilot development schemes and Co-commissioning
- Planning for population growth
- Healthy Towns Initiative
- Health Inequalities Commission
- CCG Equality Reference Group
- Oxfordshire Stronger Communities Alliance.



Next steps

- What do you think are the things local patients and social care users are most worried about?
- Do you know a site we should Enter and View?
- Do you know an organisation that would like a grant?
- Can you help us with our outreach programme?

Contact us on:

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