

1. Introduction

1. The key areas of work for the Healthwatch Oxfordshire team since the last HOSC meeting in June 2016 have been:
 - i. Publishing our ‘this month we heard’ feature on our website, which is a precis of all of the feedback we heard in the preceding month.
 - ii. Contributing to the Transformation Board’s work, particularly supporting communication and engagement.
 - iii. Ongoing work with OCCG Locality forum chairs to initiate a project looking at administrative problems reported to us at the OUH eye hospital.
 - iv. Recruitment to the position of Executive Director. Carol Moore left Healthwatch at the end of July to return to Canada and we welcomed Rosalind Pearce at the beginning of September.

2. Grant aided projects

- a) Healthwatch is currently supporting the following groups to produce reports on their service user experience through the final tranche of its grant programme. The majority of these reports will be published between now and December:
 - a. **Refugee Resource** is looking at access to primary care services of refugee and asylum seeker populations - out for comment to commissioners and providers 9th August - 6th September
 - b. **Oxford Parent and Infant Project (OXPIP)** is reviewing the experiences of parents in the period from conception to 2 years of age.
 - c. **Oxford Against Cutting** is looking to evaluate people’s experiences of current support services for women who have experienced FGM and identifying any gaps in current services.
 - d. **Cruse Oxfordshire** is working on a project assessing experiences of bereavement services in the north of Oxfordshire.

3. Outreach programme

- a) The outreach programme scheduled or attended in the summer months includes:

Date	Event
Sat 2/7	Play and Activity Day - Bicester Garrison
Sat 9/7	RAF Benson
Sun 10/7	Cowley Road Carnival
Sat 16/7	Play and Activity Day - Abingdon
Fri 22/7	Play and Activity Day - Eynsham
Sat 23/7	Riverside Festival
Fri 29/7	Play and Activity Day - Dalton Barracks

Date	Event
Sat 30/7	Play and Activity Day - Grandpont, Oxford
Wed 3/8	Play and Activity Day - Bicester
Tues 16/8	Thame Community Day
Sat 10/9	Woodcot PPG Event
Sat 17/9	Wantage PPG Event
Sat 24/9	Public & Patient Partnership West Oxfordshire Bampton Event
Fri 30/9	Old is the new Young Event
Sun 2/10	Banbury Canal Festival
Fri 14/10	North East Locality Forum Bicester Event

We are currently planning our annual voluntary sector conference in November 2016.

4. “This month we heard”

In order to feedback what we’re hearing more regularly with providers and commissioners we have created a new, ‘This month we’ve heard’ feature on our website. It is a thematic review of all of the information we’ve received through our outreach work, phone calls and email. We aim to publish feedback from each month no later than the 15th of the following month. Where we name individual services we write to our lead contact at those organisations to make them aware and offer them an opportunity to respond to the feedback. This feature can be found at <http://www.healthwatchoxfordshire.co.uk/hot-topics>.

To date we have spoken directly to over 400 individuals and ten organisations. Common themes emerging include:

- GPs - access to GPs (getting past receptionists) and waiting times for appointments; praise for some GP surgeries
- Oxford Eye Hospital - administration errors (this is being addressed by the Locality Forum Chairs and OUHFT)
- Mental Health services - access to services in south east and Bicester, long waiting times, call for more community services - week ends

5. Healthwatch Oxfordshire projects

- a) Use and experiences of MIU project - published 20th June 2016:
We spoke to 62 people across 5 sessions in the county’s minor injuries units about their pathway to attending the minor injuries unit, following up with a questionnaire on their experiences after they had been seen. Preliminary results show overall people have good experiences, and use the service appropriately. This can be found at <http://healthwatchoxfordshire.co.uk/healthwatchoxfordshirereports>

Key findings are:

1. That in the main, most people were highly satisfied with MIU services available in Witney, Abingdon and Henley-on-Thames, and are using

them appropriately, choosing to visit them with a clear understanding of what services are available

2. That some people had attempted to access their GP surgery before attending an MIU, and no one mentioned the 'Choose Well' education campaign in influencing their decisions.

Recommendations in the report include:

- Better communication about opening hours
- Better co-ordination of staffing
- More information about waiting times and triage process
- Better facilities in waiting areas.
- Better co-ordination of MIU and X-ray opening times so that people do not have to come back for a second time.

b) Icknield School / Young Healthwatch pilot:

We conducted focus groups with students at Icknield School about their experiences of primary care. We believe working with schools will be a good model for future engagement with young people. Currently out for comment to commissioners and providers, 26th July - 24th August.