

### Healthwatch Oxfordshire Update September 2018

1. Our Annual Report 2017/18 was published in June and can be found on our website [www.healthwatchoxfordshire.co.uk](http://www.healthwatchoxfordshire.co.uk). We have produced an 'At a glance' sheet that gives a quick and accessible summary of the report, this can also be found on our website.
2. Healthwatch Oxfordshire has published two reports about access to NHS dentistry:
  - a. 'Treatment only when needed: Dental services in Care Homes' was published in August 2018. The report details our findings of a survey carried out of all the care homes in Oxfordshire. One in five care homes responded and the main findings are that nearly half people living in the care homes did not access dentistry at all; there are significant gaps in provision; and that some care homes struggle to obtain dental services for their residents.
  - b. 'Filling the Gaps - Access to NHS dentistry' was published in September. This research was prompted by what we heard in Bicester in October 2017. We decided to look more deeply into the issue and ask ourselves further questions:
    - What is the public's experience of using dentistry services?
    - Is access to NHS dentistry a problem in other areas of Oxfordshire?
    - What is working well?
    - Are there barriers to people accessing NHS dentists?
    - Are there areas for improvement that the dental surgeries and / or commissioners could address?

To find out the answers to these questions, between October 2017 and May 2018 we launched a county-wide project focusing on NHS dentistry. The main findings of the research fell into two categories - access to NHS dentists, and information about dentistry.

Both reports can be found here <https://healthwatchoxfordshire.co.uk/our-reports/healthwatch-oxfordshire-reports/>

Healthwatch Oxfordshire has invited key stakeholders to a workshop on 17<sup>th</sup> September to discuss our findings and begin to identify how they can be addressed.

### First quarter update April to June 2018

**Luther Street video, shown at the June HOSC meeting, nominated for award**  
Healthwatch Oxfordshire has been shortlisted for a national award by Healthwatch England. The nomination is for the video 'Patient Voices...Our Story', which Healthwatch Oxfordshire and local filmmaker Nicola Josse made with the Patient

Participation Group of Luther Street Surgery, Oxford, and Oxford Health. This GP practice service the city's homeless population and the film highlighted how the patients themselves were getting involved to shape how services are run.

The film was made with a grant from NHS England's Celebrating Participation in Healthcare scheme and was filmed earlier in the year. The overall winner from each category will be chosen by a panel of judges at Healthwatch England's annual conference in October 2018.

### **Feedback Centre continues to attract reviews**

During the first quarter of the year, 312 individual reviews were left on Healthwatch Oxfordshire's new Feedback Centre.

Topics ranged from GP services and dental surgeries – most notably in Wantage and Grove - through to people's experiences with community physiotherapy services since they were out-sourced to a private provider, Healthshare.

Reviews came both from members of the public visiting the website, and staff members collecting reviews at events and entering them on to the site later.

### **Meeting the public**

During the first quarter of the year, Healthwatch Oxfordshire attended 49 outreach events, including:

- Bicester Volunteer Fair
- Oxford Eid Extravaganza
- 13 group visits including 10 as part of the Wantage town project
- nine meetings with voluntary sector organisations as part of our Voluntary Sector Projects activity
- three hospital sessions
- eight meetings with community support centres as part of Healthwatch Oxfordshire's Day Centre project
- five patient participation group events attended,
- eight outreach stands in Wantage,

We heard from 2,870 people, listened to in groups, on the street, in public places and through surveys.

### **Reporting back on what we heard**

Healthwatch Oxfordshire published five reports during the first quarter of 2017/18. These were:

- Enter & View (1)
- Focus on OX4 (town event)
- Health Overview Scrutiny Committee (2)
- Wantage Voluntary Sector Forum (with video on Healthwatch Oxfordshire website).

In addition, both verbal and written reports were made to: Healthwatch Oxfordshire Board, Oxfordshire County Council, Oxfordshire Health & Wellbeing Board, Health Improvement Board, Children's Trust, Oxfordshire Adult Safeguarding Board, Care Quality Commission, Thames Valley NHS Committees.

### **Making the news**

During the first quarter of the year, Healthwatch Oxfordshire appeared in the local media or was approached for comment 70 times.

These included live radio interviews, pre-recorded television interviews, quotes in the press on health-related issues, and coverage of Healthwatch Oxfordshire's own activities.

Healthwatch Oxfordshire also published 12 online newsletters and other updates.

### **So, what?**

We are always asking ourselves 'so, what'? We listen to people's experiences and what is the impact? How did we influence commissioners and providers? Often it takes time to have an impact, to influence decisions, to influence planned approaches to delivering health or social care services. Below are three recent examples of how Healthwatch have either influenced or had an impact:

#### **a. Patient involvement in commissioning**

NHS England approached Healthwatch for help to recruit service users to the Oxfordshire Diabetic Eye Screening Service procurement panel as it had been unable to recruit anyone. We sent a call out by email to Oxfordshire Sport and Physical Activity (OXSPA), Patient Participation Group Locality Forums, put a news item on our website, and included it in our News Briefing. Within a few hours of the request NHSE received an expression of interest from a patient.

Result! A patient's experience and voice secured to inform and influence NHS England commissioning and a very happy, and amazed, NHS England person.

#### **b. Influencing quality**

In May 2018, Healthwatch Oxfordshire commented on the Oxford University Hospitals NHS Foundation Trust's (OUHT) draft Quality Account and asked 'that within quality action plans for 2018/19 the Trust will once again focus on improving administration and communication with patients that meet the needs of patients'. OUHT responded the same day as follows:

'Many thanks for your statement. In response to your feedback we will add to the Quality Priority about lean process to include consideration of streamlining processes that meet the needs of patients'.

What next? Healthwatch Oxfordshire will monitor this commitment on a regular basis and report back via our website and regular reports to the Board.

#### **c. Making information accessible to the public**

The Oxfordshire Adult Safeguarding Board (OSAB), of which Healthwatch is a member, produces a Chair's Report after each Board meeting for public consumption. The July Report contained several acronyms (some of which even we

struggled with) which made it difficult to understand for those people not immersed in the system. We contacted the OSAB team and requested that a revised report be issued with 'acronyms in full first time used and requested that future reports will not use acronyms'. A revised report, acronym-free, was issued within 24 hours and we received confirmation that acronyms will not be used in future. We posted this revised document on our web site and in our news briefing - now more easily read and understood by those not immersed in the world of adult safeguarding.

What next? We are committed to monitoring publications for the public or fellow professionals to be understood by them when they read them!

## Healthshare and MSK

Healthwatch Oxfordshire has reported to the HOSC Task & Finish Group MSK and Healthshare. We included eight patient stories, together with what we had heard from patients via our telephone and Feedback Centre. In total we have heard from more than 50 patients all often describing a dire patient experience, summarised as follows:

- confusing and poor communication between Healthshare and the patient
- often long and complicated patient experience through from GP referrals, Healthshare, to GP referral, to Healthshare, to hospital, back to Healthshare, referrals...and so it goes on
- people not being able to contact Healthshare by telephone despite frequent, and often over a long period of time, making calls; emails not being answered
- patients not knowing where to go to make a complaint
- long waiting times for appointments

In our report we made recommendations that would improve the patient experience and increase the level of accountability and scrutiny of the service provided by Healthshare. Our report will be published on our website.