

Healthwatch Oxfordshire

Report to the Oxfordshire Joint Overview Scrutiny Committee

November 2021

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Update on Healthwatch Oxfordshire

1 Healthwatch Reports

Full and summary sheets of all reports, plus responses from commissioners and providers available on: <https://healthwatchoxfordshire.co.uk/reports>
We have recently published:

1.1 Earwax removal services in Oxfordshire

This report was published in September 2021 and circulated to the Committee. Since publication we attended a meeting with Diane Hedges of Oxfordshire Clinical Commissioning Group to discuss our findings. Communication with patients was a key point. The new service for over 55year olds is due to go live in December and we reiterated the need for clear communication with patients, especially via GP surgeries, about how they can access the service.

2 Healthwatch Oxfordshire Progress 2021-22

For the period of July and September 2021:

- Hospital stands at Oxford University Hospitals NHS Trust are still on hold due to the COVID-19 community outreach restrictions. We are waiting confirmation that we can stand outside the hospital entrances.
- We are currently out and about in Chipping Norton and have a survey for residents to let us know what it is like living in the area and accessing services. The report will be available in early 2022.
- Feedback Centre posts are more than the 55 target - 59 received. We received 34 responses from services to the posts (up from 29 last quarter) and continue to link people who post to the services they are reporting their experiences about. We are continuing to go directly to services when feedback is of concern.
- The number of signposting / advice activity was 220% higher than expected with 110 people contacting us via telephone and email for advice. The top three enquiries were about dentistry (39), GP surgeries (33) and social care (32). If this increase in activity rate continues, we will have to review staff resources in order to continue to respond in a timely manner.

Between July and end September 2021 we reached 3,861 people via face-to-face meetings, Feedback Centre, 'Tell us' forms, signposting, voluntary & community sector, surveys, Facebook (no. of people engaged with page), Patient Participation Groups support, and Oxfordshire Wellbeing Network events.

3 Outcomes and impact

In May 2021 we published a report about people's experiences of using pharmacies in Oxfordshire. This report is now being used by Oxfordshire County Council as part of its consultation on a new pharmaceutical needs assessment (PNA). The aim of

the PNA is to find out if pharmaceutical services are meeting the needs of the people of Oxfordshire. To find out more, including how to comment on the draft PNA, or to read our report, see <https://letstalk.oxfordshire.gov.uk/oxon-pharma-needs-assessment-2022>

4 Wider Healthwatch Oxfordshire Activity

Patient Participation Groups and Primary Care Networks

In October we hosted a webinar for Patient Participation Groups about the new roles in Primary Care Networks. Dr Kathryn Brown, Clinical Director for the SEOxHA Primary Care Network (PCN) gave a presentation and was joined by two members of the PCN team - Pharmacist and Wellbeing Coach. A wide-ranging conversation between the guests and PPG members followed. Video report of the session can be found here <https://healthwatchoxfordshire.co.uk/ppgs/news/> . The next webinar at the end of November is being presented by Julie Dandridge from OCCG and covers population growth, impact on GP buildings and waiting lists.

Social Prescribing

Healthwatch has attended the Social Prescribing Strategy Group and supported the work by hosting a survey of people who have accessed social prescribing support over the past two years. The findings will contribute to the development of the county-wide strategy due out early in 2022.

Oxfordshire Community Services Strategy review

Healthwatch Oxfordshire responded to the engagement on the 12 principals of this review. Our response can be found on our website here <https://healthwatchoxfordshire.co.uk/news-and-events/correspondence/>.

We attend the Community Beds Strategy Group of this review with an agreed remit to ensure that patient views are sought and wider communication on progress happens.

5 Ongoing work and future planning

Rural isolation and digital exclusion

Healthwatch Oxfordshire are working with Community First Oxfordshire on a project to understand more about rural isolation and the impact on rural communities around the growing use of digital services with health and social care. This report is due out in February 2022.