

# Healthwatch Oxfordshire

## Report to the Oxfordshire Health and Wellbeing Board

**December 2021**

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## 1 Healthwatch Oxfordshire Reports to external bodies

During October to end November 2021 we published the following:

- Reports to the Oxfordshire Health and Wellbeing Board in October (published September).
- Report to the Health Improvement Board November.
- Reports to the Oxfordshire Joint Health Overview Scrutiny Committee in October.
- Verbal update report to the Oxfordshire Children's Trust Board in December
- Response to the Community Services Review was published on our website here <https://healthwatchoxfordshire.co.uk/news-and-events/correspondence/>

All the above reports are available online

<https://healthwatchoxfordshire.co.uk/our-reports/reports-to-other-bodies/>

### Note:

- The Healthwatch Oxfordshire Chair sits on the Health and Wellbeing Board, the Executive Director is in attendance to take questions about our report.
- The Healthwatch Oxfordshire Chair attends the Oxfordshire Joint Health Overview Scrutiny Committee (HOSC), and the Executive Director presents our report to the committee.
- Two Healthwatch Ambassadors attend the Children's Trust Board, supported by a member of the Healthwatch staff team.
- A Healthwatch Oxfordshire Ambassador attends the Health Improvement Board supported by a member of the Healthwatch Oxfordshire staff team.
- The Healthwatch Oxfordshire Executive Director attends the following:
  - Oxfordshire Safeguarding Adults Board (OSAB)
  - Oxfordshire Quality Committee
  - Buckinghamshire Oxfordshire Berkshire West Integrated Care System (BOB ICS):
    - Primary Care Commissioning Committee Meetings in Common
    - System Quality Group

## 2 Healthwatch Oxfordshire Ambassador Reports November 2021

### Children's Trust Ambassadors Update

The next Children's Trust board meeting takes place on the 2<sup>nd</sup> December. The only real update is that on 20<sup>th</sup> October the ambassadors, Lisa Hughes and Dan Knowles, met with the Oxfordshire Wellbeing Network. Kevin Gordon, the Corporate Director for Children's Services at Oxfordshire County Council (OCC),

came for part of the meeting to share his update on how OCC is progressing against the issues raised in our Healthwatch Oxfordshire report in September 2020. The members of the network were able to ask him questions and engage in discussions on the report and as ambassadors we agreed that it was a useful discussion and worth continuing to meet with this network.

### **Health Improvement Board Ambassadors Update**

I have been representing Healthwatch Oxfordshire as an ambassador for the Health Improvement Board Oxfordshire for a year. It's an opportunity to deliver the people's views and experience to the board to reach the authorities for further improvement. I have recently presented the annual report to the board, which covers all the dynamic work done by Healthwatch Oxfordshire during the last year. The meeting was informative in general and Councillor Upton congratulated Healthwatch Oxfordshire on an annual report that shows the breadth of the activities undertaken and the concerns that are brought to the Board most of which are heard and followed up. Overall, our reports feed into and spark debate e.g. interest in GP waiting times and access, work with diverse communities etc. and I believe the board is playing a vital role in terms of the health and social care improvement.

## **3 Communications**

An external communications and social media contractor started on 15<sup>th</sup> March 2021 contracted until 14<sup>th</sup> November 2021. Vicky Tilley, our communications lead, has day-to-day responsibility with a monthly monitoring and review meeting between the contractor, Vicky and the Executive Director. This additional resource, focussed on social media and the website, was tasked with the following measurements of success:

### **Outcomes**

- Improved maintenance of website, timely updates of existing pages
- Increased presence and effectiveness on social media platforms
- Increased brand awareness in the population

### **Key Performance Indicators**

- Increased reach via social media channels of at least 50% by the end of the project using 2020-21 data as a benchmark
- Increased website hits by at least 50% by the end of the project using 2020-21 data as a benchmark

The final report from the contractor has been accepted by Healthwatch Oxfordshire and shows that:

- Facebook, Twitter, LinkedIn, and Instagram growth have exceeded the 50% increase target

- Website hits are also on target to achieve the 2021-22 Key Performance indicator of increase by 100% by the end of March 2022.
- **Importantly** these measures are being reflected in more people being aware of Healthwatch Oxfordshire (brand awareness) and are driving people to complete our online surveys, leave Feedback Reviews and use our signposting service.

Healthwatch Oxfordshire continues to respond to requests for interviews and comment on current health and care news, including live and pre-recorded radio and television interviews about ambulance service, and hospital waiting times. Community researcher Omotunde Coker was interviewed by BBC Radio Oxford about the event she held to ask black women about their experiences of maternity services in Oxfordshire.

Newspaper, parish magazines, GP surgery notice boards, and targeted printed media continue to promote our work. Over this period of time, we have featured in voluntary sector news sheets, local newspapers including Banbury Guardian, Oxford Mail, and Witney Gazette, and community/parish newsletters. A new development has been to link into a school newsletter - and this has generated interest in our online survey supporting our work in Chipping Norton.

#### 4 Oxfordshire Wellbeing Network (OWN)

Since April 2021 we have facilitated two Oxfordshire Wellbeing Network (OWN) events.

In May 2021 an event for community outreach and development officers of third sector groups and 31 people attended. Mia Waldock from Achieve Oxfordshire explained the reasoning behind the meeting; that there is a need to build on communication and networking with organisations as so much good work happening across Oxfordshire where organisations were targeting the same groups. This would enable groups to better support one another, share best practice and to start to hear more from the communities themselves. The top three concerns around health and wellbeing that face the communities were identified as isolation and loneliness, mental health of all ages, and COVID-19. The group agreed to continue to meet and Healthwatch Oxfordshire will facilitate a further meeting in the new year.

October 2021 event focussed on hearing from groups supporting parents in Oxfordshire. Representatives from 12 organisations attended and Kevin Gordon, Director of Children Service's at Oxfordshire County Council, attended to hear from these groups and gave an update on children's services and plans for development.

More details of both events, including video recordings, can be found on our website here <https://healthwatchoxfordshire.co.uk/partners/own/>

## 5 Focus on Feedback Centre

Over the past year we have increasingly sent reviews posted on our Feedback Centre directly to services for a response. This response is then posted below the review and where possible the reviewer receives notification that a response has been received. In addition, we have directly linked reviewers (with their consent) with service providers where there have been concerns about the content of the review thus enabling services to communicate with the service user / patient directly. This approach has been warmly welcomed by services as it enables them to respond in a more informed way, and by the reviewer as it proves that contacting Healthwatch Oxfordshire can result in being heard and in prompt action.

Between July and end September 2021 we received 34 responses from service providers that were posted below the review. A more detailed report can be found in the Executive Director's report to the Healthwatch Oxfordshire Board papers 30<sup>th</sup> November 2021. A sample of service responses to reviews below:

1. 'Thank you for taking the time to bring this to our attention. Patient care and experience is one of our top priorities, and I am disappointed to hear that your father had difficulties contacting us and arranging an appointment. Please contact me on [Fiona.giles@healthshare.org.uk](mailto:Fiona.giles@healthshare.org.uk) to arrange a call if you would like to discuss this matter further. Thank you again for your honest feedback and I look forward to hearing from you.' Healthshare Oxfordshire.
2. 'Thank you so much for your feedback. It is so good for the team to hear when they are doing well and helps encourage best practice for everyone.' **GP surgery.**
3. 'Thank you for your feedback. I am sorry that your experience at our vaccination centre was not a positive one. I am sure you can appreciate that the clinics are running in a marquee whilst we have all our usual clinics running in the Health Centre. It is difficult to be able to offer a private room, however we have done it if patients have called in advance to make the arrangements and we are able to offer an alternative time that means we can offer the room. We have also added a screen and a fold out bed into the marquee to assist in these situations.' **GP response to negative feedback from visit to vaccination centre.**
4. 'I apologise for the waiting time on the phones. We are having unprecedented demand at the moment and are doing our best to recruit more staff to answer the phones. We have taken on extra GP resources via the online LIVI app, so more appointments are now available.' **GP response to two reviews about how hard it is to contact the surgery and make an appointment.**

5. 'Thank you so much for taking the time to leave such lovely feedback. All the team work extremely hard to provide the best patient care that we can and to read how much our care is appreciated is really heart lifting. Thank you again.' **GP response to a positive review.**

**Sometimes we get more information from the service provider that gives an insight into their challenges and what they are trying to do to improve their service:**

*'Thank you for your feedback. I am sorry that you had such a long wait for your call to be answered when you telephoned us recently. We continue to do all we can to improve that situation and are monitoring our daily calls and times callers are waiting.'*

*We encourage our patients who can, to use our E Consult service as a way to get a timely response from a health care professional, thus freeing our phone lines for those for whom this is not an option.*

*We have recently welcomed a new member to the Patient Care Advisor (PCA) team, she is presently receiving training. We continue to recruit new staff to the PCA team whose numbers have recently been depleted. We are pleased to welcome back another member of the team, who has worked with us before during the School holidays, who will start with us next week.*

*Whilst not wanting to use Covid as an excuse, it is a fact that we have had a large number of our staff recently told to isolate by the test & trace service. We try to minimise the impact of this by using the technology available to us but as this technology often brings up technical issues for the staff working from home, it can lead to a less than efficient service for our patients. Again, I can only apologise for this.*

*I hope this reassures you that although we are still experiencing problems with the time patients have to wait on the telephone, we are doing all we can to improve the situation.*

*Do please contact me directly if I can be of further assistance.'* **Response from Practice Manager to negative feedback regarding waiting time on the phone being 'unacceptable'.**

## 6 Human resources update

We welcomed Amier Al Agab to the team in October as our lead on Enter & View. Amier is new to the team but not to Healthwatch Oxfordshire having been our Ambassador to the Health Improvement Board for the past year. Sadly, for personal reasons Nuha Abdo is leaving us at the end of November. Nuha has worked as our Outreach Worker for the past eight months and will be missed, we wish her well.

## 7 2021-22 Activity Quarter 2 Key Performance Indicators

The full report on our Quarter 2 activity against agreed Key Performance Indicators (KPIs) is included in the Executive Director's Report to the Healthwatch Oxfordshire Board meeting on 30<sup>th</sup> November 2021. This can be found on our website <https://healthwatchoxfordshire.co.uk/about-us/board-papers-and-minutes/> . A summary show:

- 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.
- The planned outreach activity in Chipping Norton has been delayed (again) until October/November 2021 due to staff capacity.
- 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 the quarter 2 target with access NHS dentists and access to GPs again being the two main concerns. If this increase in activity rate continues, we will have to review staff resources to continue to respond in a timely manner.
- There were no surveys closed in this period.
- All media targets were exceeded as expected. Website and Facebook are performing exceptionally well, a direct result of our investment in social media support. We expect this increase to level off from Q3 onwards except for specific radio / tv activity.
- We reached 3,861 people via face-to-face meetings, Feedback Centre, 'Tell us' forms, E&V, signposting, voluntary & community sector, surveys, Facebook (no. of people engaged with page), PPG support, and OWN.