

Healthwatch Oxfordshire report to Health Improvement Board (HIB). 17th November 2022.

Presented By: Veronica Barry- Healthwatch Oxfordshire.

Attended by new Healthwatch Ambassador for the HIB **Robert Majilton**

Purpose / Recommendation

- For questions and responses to be taken in relation to Healthwatch Oxfordshire insights.

Background

Healthwatch Oxfordshire continues to listen to the views and experiences of people in Oxfordshire about health and social care. We use a variety of methods to hear from people including survey, outreach, community research, and work with specific groups including Patient Participation groups, voluntary and community groups and those who are seldom heard. We continue to build on our social media presence and output to raise the awareness of Healthwatch Oxfordshire. We ensure our communications, reports, website are accessible with provision of Easy Read, and translated options.

Key Issues

Since the last meeting in September, our current work focus includes:

- A **round table** discussion followed our report on **getting prescriptions from pharmacies** was convened by Healthwatch Oxfordshire for commissioners and stakeholders on 29th September. Agreed actions included a commitment to work closely together as a system, to improve communication with the public, better promotion and awareness of services. This also included commitment to explore improvements to some of the operational challenges of referral and delivery, whilst focusing on understanding gaps in reach or uptake, particularly in communities facing health inequalities in the county. Healthwatch Oxfordshire will follow up on progress in the future
- **Enter and View** visits continue, with recent visits to: Oxford Community Diagnostics Centre, Damira Dental Practice, Bicester. Planned Enter and View visits to a range of settings include: John Radcliffe Accident and Emergency outpatients, Children's Hospital and Dialysis ward. Once complete, reports and provider responses are available here:
<https://healthwatchoxfordshire.co.uk/our-work/enter-and-view-reports/>
All recent and forthcoming reports are on our website:
<https://healthwatchoxfordshire.co.uk/our-work/research-reports/>

- Continued work with **Patient Participation Groups (PPGs)**, including regular newsletter, webinars, visits to PPG meetings, and work linking to Primary Care Networks (PCN) (see here: <https://healthwatchoxfordshire.co.uk/ppgs/>)
- A forthcoming PPG webinar on “*Who else can I see at my GP surgery*” will be held in November
- ‘On the street’ outreach to speak to the public took place in Faringdon, Oxford Older People’s Day and Oxford University Freshers Fair (Keble College) and planned for this month in Wallingford.
- Healthwatch Oxfordshire hospital stands have been held at Horton, Nuffield Orthopaedic, and John Radcliffe hospitals to speak directly with members of the public
- Report on patient experience of “**Leaving Hospital with medicines**” will be published in the next month.

Current surveys:

- November will see a short survey on people’s experience of Long Covid support

Key issues we are hearing:

- Continue to hear about NHS dentistry, GP waiting and access, cost of living.

Key Dates

Priorities for Healthwatch Oxfordshire in 2022-3 are:

- Increase the voice of seldom heard communities – through ongoing outreach, and development of community research model
- Increase the influence of Healthwatch Oxfordshire in ensuring voices of the public are heard by the health and social care system – through working with Patient Participation Groups, Primary Care Networks and Oxfordshire Wellbeing Network.

Report by: Veronica Barry – Healthwatch Oxfordshire, Nov 2022 Senior Community Involvement Officer.