

Healthwatch Oxfordshire (HWO) report to Health Improvement Board (HIB)

7th November 2024

Presented by Healthwatch Oxfordshire 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 surveys, outreach, community research, and work with groups including Patient Participation Groups (PPGs), voluntary and community groups and those who are seldom heard. We build on our social media presence and output to raise the awareness of Healthwatch Oxfordshire and to support signposting and encourage feedback. We ensure our communications, reports and website are accessible with provision of Easy Read and translated options.

Key Issues

Since the last meeting in September 2024, our current work focus includes:

- **Community insight gathering in Wood Farm.** HWO has been commissioned to undertake this work by Oxfordshire County Council Public Health as part of the programme of community insight profiles of the most deprived areas in Oxfordshire. Through an online survey, in-person outreach and work with local community groups during July-Oct, we have been hearing about what supports people living in Wood Farm to be healthy and well, what could be improved, and people's ideas for making it a happier and healthier place to live. Our findings will form part of the final community insight reports for Public Health later in the year.
- Hearing from **women and people who use women's health services** about their experiences of using health services in Oxfordshire, via an online survey, in-person outreach and working with community groups. We have heard from over 500 people so far, particularly around menopause, periods and mental health. This insight will help contribute to thinking around the development of women's health hubs in Oxfordshire.
- Hearing from **working men about how they look after their health** and their experiences of accessing and using health services in Oxfordshire, through in-

person outreach across the county. Focused outreach to men on the streets will take place in Didcot on 21st November as part of the '30 chats in 30 days' initiative for men's mental health. We will also hold a webinar on Tuesday 19th November on the theme of '[Designing services with men in mind](#)', in collaboration with Oxford Community Champions and the Oxfordshire Men's Health Partnership.

Recent reports:

- **People's experiences of eye care services in Oxfordshire** – September 2024. We heard from 141 people about their experiences of using eye care services. We asked about getting appointments, information and communication, referral to specialist care, the quality of consultations and treatment, and any additional support provided to manage an eye condition. We heard that people were generally positive about their experiences of appointments at eye care services and slightly less positive about their experiences of travelling to appointments, costs of care, and referrals. The full report is [on our website](#).
- **What you told us about hospitals August 2023–July 2024** – September 2024. A summary of the feedback we have received from 399 members of the public about Oxford University Hospitals NHS Foundation Trust (OUH) hospital services. We heard how much people value the high quality of care they receive from OUH services and the difference that good and accessible communication makes to patients' experiences. We also heard about problems with waiting for care, quality of care and communication. The full report is [on our website](#).
- **People's experiences of leaving hospital in Oxfordshire** – forthcoming in November 2024. We heard from 293 patients, unpaid carers and health and social care professionals about experiences of the process of leaving hospital and getting care and support afterwards. People told us about good experiences as well as gaps including around communication, follow-up care and support for unpaid carers.

Enter and View reports and visits continue. Once complete, all reports and provider responses are available [on our website](#) including:

- The Ambulatory Care Unit at the Churchill Hospital (September 2024)
- The Oxford Eye Hospital at the John Radcliffe Hospital (September 2024)
- The Outpatient Department at Wantage Community Hospital (September 2024)

All recent reports are [on our website](#).

Other activity:

- **Feeding Oxford** – on 17th October we supported the OX4 Food Crew (Oxford Community Action (OCA), Oxford Mutual Aid, Waste2Taste) to hold an event sharing the findings of our community research, with researchers from OCA under CPAR2 programme. It focused on what we heard about access to food and the

cost of living, and identified solutions such as developing a 'social supermarket' and embedding advice workers in food distribution hubs. The event was attended by over 50 people including community members and representatives from local authorities, health providers and BOB ICB.

- Our staff focus on **general and targeted outreach** to listen to and build relationships with community and grassroots groups. We feed back what we hear from people to providers and commissioners, and pick up on emerging themes to help shape our research projects. We have attended community group meetings and events, including Oxford Older People's Day, the 7 O'Clock Club (social club for people with a learning disability), The Happy Place (older Chinese people's social club), Asian Women's Group, Banbury Mosque, Men's Breakfast Club in Banbury. We have also carried out outreach at the Nuffield Orthopaedic Centre and on the street in Wood Farm, to hear from members of the public about their experiences of health and care services and what matters to them.
- We supported **My Life My Choice** to establish and run a user-led Health Voices Group to ensure the voices and experiences of people with a learning disability are heard by commissioners and providers. A meeting on the theme of healthy eating and diabetes took place in September 2024. The next meeting, on a theme to be decided by members of the group, is scheduled for December 2024.
- We held a **public webinar** on 17th September on the topic of '[Care closer to Home](#)' and heard from Karen Fuller (Corporate Director of Adult Services, Oxfordshire County Council) and Dan Leveson (Oxfordshire Place Director, Buckinghamshire, Oxfordshire and Berkshire West Integrated Care Board).
- The [next webinar](#) will be on **Men's Health** and is on Tuesday 19th November.
- Our next [Board Open Forum](#) is on Wednesday 20th November and is open to all, to hear about our work and share views about health and care services.

Key issues we are hearing:

- Appreciation for caring staff, being seen and treated quickly, reasonable adjustments for communication needs or people with a learning disability, and providers listening to patients' preferences.
- Difficulty getting an appointment with a GP and/or a face-to-face appointment, and difficulty contacting health services (including pharmacies, GP practices and community hospitals). We heard about challenges with digital inclusion such as accessing the NHS app, long queues for covid vaccine clinics. People told us about situations where people had been through rounds of tests and passed between different health providers without getting the care they need. Other issues include the impact of the cost of living such as costs of healthcare including audiology, podiatry, parking or transport to appointments, and access to and gaps in provision of and offer of interpreting services (an ongoing theme we continue to hear).