

Report to the Oxfordshire Joint Health Overview Scrutiny Committee

November 2024

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1. Healthwatch Oxfordshire reports to external bodies

For all external bodies we attend our reports can be found online at:

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

We attended Health and Wellbeing Board, Health Improvement Board, Children's Trust. We attend **Oxfordshire Place Based Partnership** meetings under Buckinghamshire, Oxfordshire and Berkshire West Integrated Care Board (BOB ICB). We work together with the five Healthwatch groups at place across BOB ICB to give insight into committees at BOB ICB wide level, including BOB ICB Quality Committee, BOB ICB Health Overview Scrutiny Committee and BOB Integrated Care Partnership (BOB ICP).

2. Update since the last Health Overview Scrutiny Committee (HOSC) Meeting – Sept 2024:

Healthwatch Oxfordshire reports published to date:

All the following reports published since the last meeting can be seen here:

<https://healthwatchoxfordshire.co.uk/reports> All reports are available in **easy read**, and word format.

- Report: **'People's Experiences of Leaving Hospital in Oxfordshire'** (Nov 2024). This was to enable us to gather insight into how the new models of hospital discharge are being experienced by the public, including the Discharge 2 Assess Pathway (D2A). We worked closely with health providers and commissioners and patients through this process and in ensuring recommendations would be built on to improve services, based on feedback from patients and their carers. In all, we heard from a total of 293 people:
 - 206 members of the public about their experiences of leaving hospital and any follow-on care and support they received after their stay
 - Including views of 22 unpaid carers
 - We also heard from 87 health and social care professionals from primary and secondary care and social care.

(**Note:** See published report on link above and additional powerpoint presentation presented to this HOSC Meeting).

- Report **'What you told us about hospitals'** (Oct 2024) summarising what we have heard via our feedback routes about OUH hospitals between August 2023 and July 2024.
- **Community Participatory Action Research** (CPAR2) (July 2024) The final report <https://healthwatchoxfordshire.co.uk/reports> and accompanying film https://youtu.be/5_P3MMGUirl of work on food and cost of living by community researchers from Oxford Community Action (OCA) was published in July. We held a follow on event, **'Feeding Oxford, Ensuring Dignity and Access Amid Rising Costs'** together with OCA, OX4 Food Crew, Oxford Mutual Aid, Waste2Taste and others at Rose Hill Community Centre on 17th October. Over 50 attendees from grassroots community, BOB ICB, Oxfordshire County Council (OCC), Oxford University Hospitals (OUH), Oxford City Council and others, took part in learning from voices of those with lived experience of food insecurity, and discussions as to next steps. Actions from the work have already begun, with pilot development of a 'social supermarket', embedded advice worker sessions in food service, initiation of community food growing and input into wider refresh of Oxfordshire Food Poverty Strategy. The report and film have also been shared in Oxford Mail, and BBC Radio Oxford as well as in presentations together with Oxford Community Action on community led research to Institute for Voluntary Action Research (IVAR), and to the ARC (Applied Research Collaboration) Thames Valley showcase event on 4 Nov.

➤ **Enter and View Visits**

Since the last meeting we made Enter and View visits to the following: White Horse Medical Practice, Faringdon; Ferendune Care Home, Faringdon and Boots Pharmacy, Corn Market, Oxford. We published the following reports:

(<https://healthwatchoxfordshire.co.uk/our-work/enter-and-view/>) on Enter and View visits to the following services:

- Ambulatory Care Unit Churchill Hospital (Sept 2024)
- Oxford Eye Hospital (Sept 2024)
- Outpatients Wantage Community Hospital (Sept 2024)

All published Enter and View reports are available here:

<https://healthwatchoxfordshire.co.uk/our-work/enter-and-view> and information <https://healthwatchoxfordshire.co.uk/wp-content/uploads/2024/01/Enter-and-View-easy-read-information.pdf>

Webinars: We held two Public Webinars:

- *'Healthcare closer to home'* with Dan Leveson, Director of Place – Oxfordshire (BOB ICB) and Karen Fuller Director of Adult Social Care (OCC) on 17 Sept.
- *'Designing services for men in mind'* 19th November 1-2pm. Held together with Oxfordshire Men's Health Partnership and Oxford Community Champions as part of the wider Oxfordshire Men's Health Partnership focus on men in November.

To see recordings of all our webinars:

<https://healthwatchoxfordshire.co.uk/news-and-events/patient-webinars/>

Our ongoing work:

- We held a survey on **Women's Health** services and received over 500 responses. The report on what we heard will be published in the new year.
- We continue ongoing **outreach** to groups and events across the county, including hospital stands, community groups and events e.g. play days, community events, and have been focusing on hearing about hospital discharge, men and women's health, as well as general listening.
- We have undertaken street and community insight gathering for **Wood Farm and Town Furze** to contribute to community health profile for the area, for Oxfordshire Public Health and Oxford City Council (part commissioned).

3. Key issues we are hearing from the public:

We hear from members of the public via phone, email, online feedback on services (<https://healthwatchoxfordshire.co.uk/services>), and when out and about. This enables us to pick up and raise with health and care providers and commissioners on emerging and current themes. Below are some examples of comments from the public on different issues.

Relating to this HOSC meeting agenda feedback from the public we have received includes:

ADHD medication and pathways – continues to be unclear for patients and for children moving into adult services, with little clear communication from BOB ICB about access, rights, where to turn and how to find information and support.

“Son has ADHD and autism and in transition to adult services and support – but no support and don’t know where to go – keep getting passed from a to b to c, and no-one wants to know– getting no support as a carer (mother) terrible impact on family lie ‘terrible failure of support all round” (outreach at Witney Pride)

“[I] would like to raise my disappointment that the practice will not agree to ‘Shared Care’ with private providers (or the NHS if I have understood correctly) for Adults with ADHD. I feel I am now in a postcode lottery situation to find a surgery that will take on my son’s care to help us with the ongoing cost of his medication.” (signposting email)

Maternity services in Oxfordshire:

Gathered from our current Women’s Health survey, signposting calls, service feedback reviews and face to face outreach in the last four months.

- **Praise for midwifery teams and other maternity health and care professionals, including HV and EPAU:**

“The midwifery team based out of Witney are particularly excellent and ensure continuity of care no matter who the appointment is with. They are efficient, compassionate and in my experience, always went above and beyond to assist me with any health issues I might have had. They have organised appointments and chased referrals and consultants to ensure the safe arrival and care of my baby. The team at the John Radcliffe (both midwives and consultants) have, on the whole, also been incredible. They saw me antenatally, while in labour, for an emergency c-section and again postnatally after being discharged. Many of the team there were brilliant and supported me with every choice, ensuring that I felt listened to and that I left the hospital fully recovered.” (Online feedback)

“The midwife consultant I was referred to listened to me and understood my concerns and helped me achieve the birth I wanted” (women’s health survey)

“Amazing maternity services at both Horton and the John Radcliffe”
(Women’s health survey)

"Helpful Health visitor, if they can get to know you before and visit after that does help" (women's health survey)

"I was very grateful to have access to the Early Pregnancy Assessment Unit and really appreciated the fact that this was separate from the main maternity care pathway. The staff were incredibly sensitive and caring, it was clear they understood that patients were facing anxiety and uncertainty and spoke with this in mind, e.g. unlike in the main maternity care pathway where the expectation is that you will be joyful and excited. It was also clear that there is specialist expertise in dealing with miscarriage which is very reassuring" (Women's health survey)

- **Waiting for care:***"Early Pregnancy services overstretched - could not be seen at the hospital but the pregnancy unit had no availability so a long wait for a scan which I was very worried about"* (Women's health survey)

- **Issues with quality of care, lack of person-centred care:**

"Midwives left me for hours on my own, it was a very hot day and they put me in a labour waiting room to be transferred from ground floor to the Spires with the excuse that the birth pool was being filled. I was throwing up all the time, only student midwives showed up and treated me like I was a guinea pig they were observing." (Feedback centre review of Oxford Spires, July 2024)

"I felt looked after with my physical health during my pregnancy but not my mental health" (Women's health survey)

"Health visitor appointments should be optional - and health visitors must be aware that visits to a newborn's home are unacceptable in some cultures for 6 weeks post-birth. Personally, I found those visits intrusive and unhelpful." (Women's health survey)

"My diabetes was mismanaged when I was in labour. My blood sugars dropped I was denied food in case of theatre admission. I became unconscious my baby swallowed meconium. I had emergency c section." (Feedback via HWE webform)

- **Lack of joined-up care:**

"There is a problem with the lack of continuity between the GP surgery, the midwives and the hospital. The GP surgery are seemingly unable to view the results and notes from the hospital or the midwifery team in a timely manner (if they're able to view them at all) which resulted in a delay in care on several occasions. One GP prescribed an antibiotic that the infection I had was resistant to as unable to view the results that the midwifery team had

received. This meant that I ended up being prescribed 4/5 different antibiotics for an infection that I then struggled to recover from.” (Online feedback survey)

“The GP services and Midwifery services seem completely disconnected and there seemed to be very little information shared about any of my medical history - my miscarriages weren't properly recorded and I continued to receive pregnancy communications even when I was no longer pregnant and there seemed not to be any knowledge of these passed on to help inform my care in my current pregnancy.” (Women’s health survey)

- **Aftercare including 6-week check up:**

“My surgical experience went well but my post surgery care was awful. I repeatedly requested pain relief which I was not given for hours and hours, there was not enough qualified staff for the amount of patients” (Feedback via HWE webform)

“I was shocked to discover after the birth of this child that my GP surgery in Oxfordshire complete the 6-week check entirely online unless a clinician feels that the answers you give merit an in-person consultation or you request to be seen. I cannot believe that they feel it is appropriate to ask questions about the state of new mothers’ mental health in a tick-box survey without seeing them in person. I also could not believe that this same form then actually required mothers to enter their current height & weight and informed them that their BMI is too high and that they therefore need to lose weight. At 6 weeks postpartum. When they have not been cleared to exercise or lift anything heavier than their baby.” (Online feedback survey). (See also our report on maternal mental health - published Dec 2023).

“Support and checks after postpartum - I was shocked about the support and checks you get after giving birth. There needs to be more on pelvic care/ physio” (women’s health survey)

- **Other feedback** included issues with the Badger Notes app, a lack of support for people experiencing miscarriages, and difficulty accessing appointments due to cost of living impacts on fuel and maternity pay.

Healthy Weight – feedback on food environment among others:

“The GP suggested the mounjaro weight loss injections - they're not available on the NHS in South Oxfordshire, yet they are in Buckinghamshire and Berkshire which are the same trust.” (feedback via HWE webform)

