

## **Healthwatch Oxfordshire Report to Health and Wellbeing Board – Dec 2024**

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## Healthwatch Oxfordshire Board

Notes from the public open forum meeting with Healthwatch Oxfordshire Board on 20 Nov can be seen here:

<https://healthwatchoxfordshire.co.uk/about-us/board-papers-and-minutes/>

## Healthwatch Oxfordshire reports to external bodies

Since the last Health and Wellbeing Board meeting on 26 Sept 2024 we attended:

- Health Improvement Board (lay ambassador Nov 2024)
- Oxfordshire Joint Health Overview Scrutiny Board (HOSC Nov 2024)
- Oxfordshire Safeguarding Adults Board.
- Oxfordshire Children's Trust Board.

Any reports to external bodies we attend can be found online at: <https://healthwatchoxfordshire.co.uk/our-reports/reports-to-other-bodies/>. We also attend Oxfordshire Place Based Partnership (Buckinghamshire, Oxfordshire and Berkshire West Integrated Care Board - BOB ICB) among other BOB ICB committees, including the Quality Committee and Health Overview Scrutiny and Quality Committees. We work closely with Healthwatch Bucks, Healthwatch Reading, Healthwatch Wokingham and Healthwatch West Berks to bring insight into BOB ICB.

## Healthwatch Oxfordshire research and insight reports

Our research reports focus on making sure the voice of people who use services is directly linked to recommendation of improvement or change where clear. All our reports and written responses to our recommendations from commissioners and providers can be seen here: <https://healthwatchoxfordshire.co.uk/reports> All reports are available in summary and Easy Read. Since the last meeting in September we published the following reports:

- **What you told us about Hospitals** – (Sept 2024) feedback from Aug 2023 – July 2024 from the public on Oxford University Hospitals NHS Foundation Trust hospitals
- **People’s experience of leaving hospital in Oxfordshire** (Nov 2024) Between May and September 2024, Healthwatch Oxfordshire reached out to hear from people in the county about their experiences of this care and support. We heard from 293 people, including 206 members of the public about their experiences of leaving hospital and any follow-on care and support they received after their stay, including 22 unpaid carers. We also heard from 87 health and social care professionals from primary and secondary care and social care. We heard that parts of the process are working well for some patients. People valued the support and care from health and care professionals, good communication, being involved in decision-making about their care, effective follow-up care and aftercare, and high-quality care.

However, we also heard that there are challenges around consistent and clear communication, listening to people and involving their unpaid carers in decision making, delays in leaving hospital and getting care, and accessing follow-up care and aftercare from different services. There are also challenges around the quality and continuity of care provided. We worked closely with health and care professionals to develop and complete this research, enabling learning to be shared throughout as we heard from patients and carers, and to support quick responses.

- **Sharing findings from the community research project ‘What community researchers heard about food and the cost-of-living impact on communities in OX4’** (published July 2024) continued. Culmination of work by two community researchers Hassan Sabrie and Mujahid Hamidi (from local group Oxford Community Action) between June 2023 and June 2024 with final report and film (see [https://youtu.be/5\\_P3MMGUirl](https://youtu.be/5_P3MMGUirl)) This included presentations by community researchers along with Healthwatch Oxfordshire on the community research to events including: Good Food Oxfordshire county group (to feed into Food Poverty Strategy refresh), Oxfordshire Community Research Network, IVAR (Institute for Voluntary Action Research), and to the Applied Research Collaboration (ARC Thames Valley) showcase event in November.

Together we held a joint event on October 17: *'Feeding Oxford: Ensuring Dignity and Access Amid Rising Costs'* (with OX4 Food Crew- Oxford Community Action, Oxford Mutual Aid and Waste2Taste) at Rose Hill Community Centre for over 50 stakeholders. The event shared voices of those with lived experience of food insecurity, and facilitation of discussion and actions to identify further ways of bringing in support to people facing challenges of cost of living. Practical outcomes from this work have included development of a 'social supermarket', piloting a small community food growing garden, weekly sessions of Agnes Smith Advice Centre in the food service, and sharing information on cost of living support to over 700 recipients of food support.

## Enter and View visits and reports:

Staff and lay representatives make Enter and View visits to healthcare settings to collect evidence of what works well and what could be improved to make people's experiences better. Based on the feedback of patients and members of staff, we highlight areas of good practice and suggest improvements. <https://healthwatchoxfordshire.co.uk/our-work/enter-and-view/> Since the last meeting we have published the following Enter and View reports:

- Ambulatory Care Unit, Churchill Hospital (Sept 2024)
- Oxford Eye Hospital (Sept 2024)
- Outpatients, Wantage Community Hospital (Sept 2024)
- Discharge Lounge, John Radcliffe (Nov 2024)

We have also visited Abingdon Emergency Medical Unit (EMU), White Horse Medical Practice (Faringdon), and Boots Pharmacy, Corn Market Oxford since September.

### **Current surveys:**

In preparation for planning Healthwatch Oxfordshire focus for 2025-6 we have an annual survey asking for members of the public and other stakeholders to **share their priorities**. This survey is available <https://www.smartsurvey.co.uk/s/HWOPriorities/>

and open until end December. This will contribute to our action planning for the coming year, and help inform our planning and area of focus, along with drawing on other sources of information.

We closed a survey on **Women's Health Services**: (report due in new year 2025).

In November we are carrying out face to face outreach in Didcot to hear from **working men** in support of Oxfordshire Men's Health Partnership month's focus and a short report on what we hear will be published in the new year.

## Other activity summary to date:

- Summaries of **Healthwatch Oxfordshire's quarterly activity** and achievements since the last meeting – include for Q1 April–June 2024, and **Q2 Jul–Sep(2024–5 year)** activity and can be found here: <https://healthwatchoxfordshire.co.uk/impact/> with quarterly summaries of activity, and examples of how our work has had an impact and made a difference.
- Our **goals and priorities** for the year 2024–5 can be found here: <https://healthwatchoxfordshire.co.uk/about-us/our-priorities/>
- We continue to hold **public webinars** recordings of which can be seen here <https://healthwatchoxfordshire.co.uk/news-and-events/patient-webinars/> on topics including 'Health Care Closer to Home' (Sept 2024) and 'Designing Services with Men in Mind' (Nov 2024 with Oxford Community Champions and Oxfordshire Men's Health Partnership) – enabling residents to hear from health and care providers and commissioners, and contribute views to strategy development, feedback and other insight. We will run two further webinars in January and March.
- We completed street outreach and community insight profile of **Wood Farm and Town Furze**, Oxford, commissioned by Oxfordshire CC and Oxford City Council as part of the ongoing health profiling of parts of the county. This profile will be presented to Health and Wellbeing Board in March 2025.
- We continued work with user led group **My Life My Choice**, run by adults with learning disabilities, to support them setting up a '**Health Voices Group**' and supported one session on the theme of healthy eating.

- In Q2 (Jul-Sep) Healthwatch Oxfordshire was contacted by **94 people** looking for information and advice. People contacted us by either telephone, email, post or via the Healthwatch England webform. The **top three services** people contacted us about were GP Services (29), Hospital care (9) and Mental Health services (7). Of those people who contacted us **about GP services**, the main issues commented upon were access to the service (18), compliments (4) and complaints (3). We are also hearing more about Connect Health (Muscular Skeletal Services) waiting times and communication, and ongoing challenges accessing medication and support for ADHD (Attention Deficit Hyperactivity Disorder).
- In Q2 (Jul-Sep) we engaged directly face to face with approximately **744 people across the county** through attending events, community gatherings and play days (e.g. Abingdon Health Fest, Didcot, Banbury, Bicester Play Days and street outreach). We link our outreach to the topics of focused insight gathering (e.g. Women's health, discharge from hospital) as well as picking up on general issues around people's experiences of health and care.
- In Q2 (Jul-Sep) we received **83 reviews on 44 health and care services** via online and paper feedback centre - plus some outreach at this time <https://healthwatchoxfordshire.co.uk/services>. These comments, both negative and positive, gained **38 responses** directly from service providers. In this way people can see how their comments and feedback are taken seriously by providers and can help to improve services for all.
- **We publish bi-weekly news bulletins** to bring up to date health and care information to the public (to sign up see here: <https://healthwatchoxfordshire.co.uk/>), as well as active social media platforms and sharing communications via local news and community networks. We were interviewed on aspects of our insights by That's TV and Heart Radio.
- Executive Director took part in a round table meeting with Penny Dash who is leading on the second stage of the **'Dash Review'** commissioned by Government to review patient safety pathways including Care Quality Commission (CQC), Healthwatch England and local Healthwatch.