

Report to the Oxfordshire Joint Health Overview Scrutiny Committee

30 January 2025

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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 attend Oxfordshire's Health and Wellbeing Board, Health Improvement Board and 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.

2. Update since the last Health Overview Scrutiny Committee (HOSC) Meeting - 21 Nov 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.

- Follow on from our report on **Discharge from Hospitals**, actions taken forward by health and care partners include new patient leaflet and pilot of proactive follow-up in a PCN in South Oxfordshire.

Enter and View Visits

Since the last meeting we made Enter and View visits to:

- Hand and Plastic Injury Unit (HAPI) at the John Radcliffe (Dec 2024)
- Freeland House Nursing Home, Freeland (Jan 2025).

We published the following reports: on Enter and View visits to the following services:

- White Horse Medical Practice, Faringdon (Nov 2024)
- Emergency Multidisciplinary Unit (EMU) Abingdon Hospital

All published Enter and View reports are available here:

<https://healthwatchoxfordshire.co.uk/our-work/enter-and-view>

and information about why and how we make visits here:

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

Webinars: We held two public webinars:

- 19 November – **‘Designing Services with Men in Mind’** with speakers from Oxford Community Champions and chaired by Matt Williams (Oxfordshire Men’s Health Partnership).
- 21 January – **‘GP Surgeries – It’s all about teamwork’** with speakers from BOB ICB, health and care professionals and video on navigating GP reception created by Oxford Community Champions.

Forthcoming webinars:

- Wednesday 5 February **‘Have your say on the future of the NHS’ 1 pm Zoom link:**
<https://us06web.zoom.us/j/89291767099?pwd=9NfJgq5dGkUsPpNwHJxWP7TTr eF8Aa.l#success> To enable people to feed into the NHS 10 year plan – we will be focusing on how technology could be better used in health and care.
- Tuesday 18 March 1–2 pm **‘Mental wellbeing support for our children and young people’ – details and speakers to be confirmed**

To see our programme, Zoom links and recordings of all webinars:

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

Our ongoing work:

- We launched a survey on **navigating urgent and emergency care** services <https://www.smartsurvey.co.uk/s/UECservices/> (live until 17 February)
- We continue ongoing face to face **outreach** to groups and events across the county, including hospital stands (to Witney Community and Warneford Hospitals), focusing on general and topical listening. Outreach since the last meeting includes Refugee Resource Women’s Group, Cherwell refugee support group, Rose Hill Health Promotion Day, Banbury shopping centre, and My Life My Choice Health Voices Group. Between Oct–Dec we spoke to approximately 437 people.
- Forthcoming reports include findings on women’s health, and listening to men on the street during November in Didcot in support of Oxfordshire Men’s Health Partnership’s ‘30 Chats in 30 Days’ initiative.

- **Wood Farm and Town Furze** community insight profile we undertook for Oxfordshire Public Health (part commissioned) will be presented at the Health and Wellbeing Board meeting in March.
- Our comment on Warneford Hospital redevelopment consultation <https://healthwatchoxfordshire.co.uk/news-and-events/correspondence/>
- Our priorities and work plan for 2025-6 will be published in March.
- Healthwatch Oxfordshire **Board Open Forum** (see here <https://healthwatchoxfordshire.co.uk/about-us/board-papers-and-minutes/>) – to which **all are welcome** to come and hear from Board members and about our work: **Wednesday 19 February 7-8 pm** on Zoom <https://us06web.zoom.us/j/89667597358?pwd=OefpY2BxBpLV7RjSEU3tT8HQmN4DSt.1#success>
- We supported Mill Stream PPG in Benson with a ‘Change NHS’ workshop on 18 January, to contribute to NHS 10 Year Plan.
- We attended the launch of the Marmot County launch on health inequalities and are supporting ways to bring community voices into this process, including rural communities.

3. Key issues we are hearing from the public:

We hear from members of the public via phone, email, online feedback on services (see here for reviews and to leave a review <https://healthwatchoxfordshire.co.uk/services>), and when out and about. This enables us to pick up issues and raise with health and care providers and commissioners. Below are some of the themes we are hearing public on different issues.

- Appreciation for kind, caring staff in primary and secondary care, good communication, and being seen promptly:
 - “listened to me and was kind and caring. She understood my needs and concerns and has taken steps to improve my care and wellbeing” (GP)*
 - “really attentive, didn’t rush anything and made the whole experience as pleasant as possible (usually not pleasant for me). Really appreciated it” (GP)*
 - “The care for my mother has been fantastic. Caring and can make no fault – she enjoys the company of all the nurses and care staff and is recovering well food good too”. (Witney Community Hospital)*

- Positive feedback on care from GP Practices as well as frustrations with booking and getting appointments.

Public feedback issues include waiting to get GP appointments, understanding access systems, challenges completing e-consult forms and navigating multiple phone options for people with a learning disability or people whose first language is not English, long waits for non-urgent appointments (we will be producing a summary of this shortly).

"Doctors are very helpful and fast to recommend other services when needed"

"Appointment booking is very easy and staff are lovely".

"I had to wait over 4 weeks to get a face to face appointment"

"It takes a while before you can get appointment. I had a very bad skin problem for which the GP did try and refer me. A year later my skin is in worse condition and I still have not got an appointment to see a skin specialist".

"It is very hard to book an appointment when you cannot speak English and people just do not understand you at the practice".

- Difficulty contacting and accessing adult mental health services, including long waits to hear back following referral
- Continued comments about lack of access to consistent interpreting and translation services across all services
- Problems accessing children and adult ADHD and autism services, including long waiting lists and lack of shared care arrangements for medication and clear communication about how to find support
- Mixed experiences of coverage, booking and receiving seasonal Covid and flu vaccinations – with some areas seen by patients as less served than others
- Patient groups continue to ask for clearer and more direct pathways to engagement, communication, information with Buckinghamshire, Oxfordshire and Berkshire West Integrated Care Board (BOB ICB). This includes on new operating models, decision making, and clear pathways for patient voice in service development in timely way.