

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

**6<sup>th</sup> February 2025**

Presented by Healthwatch Oxfordshire Research and Projects Officer, Katharine Howell

### **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 November 2024:

- We launched a survey on **navigating urgent and emergency care** services <https://www.smartsurvey.co.uk/s/UECservices/> (live until 17 February)
- Forthcoming reports include findings on **women's health services** 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. Themes include:
  - A lack of support and information about menopause
  - Women and people who use women's health services feeling their experiences of pain were not taken seriously, particularly with gynaecological conditions such as endometriosis
  - Barriers to men looking after their health and seeking help, such as work pressures and difficulty making appointments.
- **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. Key findings, from conversations and survey responses from 255 residents and stakeholders, include:

- Big differences in people’s experiences of living in the area and being able to make the most of its facilities and assets, with the wider determinants of health playing a key role
- Barriers to health and wellbeing such as limited access to affordable, healthy food, and fears around safety and crime affecting people’s ability to be physically active and make the most of the area’s green spaces.

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

- White Horse Medical Practice, Faringdon (Dec 2024)
- Emergency Multidisciplinary Unit (EMU) Abingdon Hospital (Nov 2024)
- Discharge Lounge at the John Radcliffe Hospital (Nov 2024)

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).

#### **Other activity:**

- 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 the Lived Experience Advisory Forum. In Oct-Dec we spoke to approximately 437 people.
- We support **My Life My Choice** to 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 cancer screening, with support from OUH breast care nurses, took place in December 2024. The next meeting, on a theme to be decided by members of the group, is scheduled for March 2024.
- We held three public webinars:
  - **‘Designing Services with Men in Mind’** (19<sup>th</sup> November) with speakers from Oxford Community Champions and chaired by Matt Williams (Oxfordshire Men’s Health Partnership)
  - **‘GP Surgeries - It’s all about teamwork’** (21<sup>st</sup> January) with speakers from BOB ICB, health and care professionals and video on navigating GP reception created by Oxford Community Champions.
  - **‘Have your say on the future of the NHS’** (5<sup>th</sup> February) to enable people to feed into the NHS 10 year plan – focusing on how technology could be better used in health and care.

Recordings of these webinars are available to watch [on our website](#).

- Our next webinar will be on Tuesday 18<sup>th</sup> March 1-2 pm: **'Mental wellbeing support for our children and young people'** – details and speakers to be confirmed.
- Our next **Board Open Forum** is on **Wednesday 19<sup>th</sup> February**, 7-8pm and is open to all, to hear about our work and share views about health and care services ([Zoom link](#)).
- 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.
- Our priorities and work plan for 2025-6 will be published in March.