

Healthwatch Oxfordshire Report to Health and Wellbeing Board – September 2026

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Since the last Health and Wellbeing Board (HWBB) meeting on 9th July 2026:

Healthwatch Oxfordshire reports to external bodies

Since the last Health and Wellbeing Board (HWBB) in July meeting we attended:

- Oxfordshire Health Improvement Board
- Oxfordshire Joint Health Overview Scrutiny Board
- Oxfordshire Safeguarding Adults Board.

Any reports to external bodies we attend can be found online at <https://healthwatchoxfordshire.co.uk/reports-to-committees>

We attend Oxfordshire Place Based Partnership monthly, and the Thames Valley Integrated Care Board (TV ICB) Quality Committee. We attend Primary and Community Board, Neighbourhood Health working groups, and Oxfordshire Health Inequalities Forum and Oxfordshire Marmot Place meetings.

- In July we held an online event to **showcase Healthwatch Oxfordshire's work over the last year 2025-26**. If you were unable to attend a recording and the full annual impact report is available here: <https://healthwatchoxfordshire.co.uk/annual-impact-reports>

Hearing from residents – our research and insight reports

Our research reports focus on making sure the voice of people who use services is directly linked to recommendations of improvement or change. Hearing from people is carried out using a variety of methods, including online, face-to-face, and targeted work, linking to community groups, and on the streets. All our reports and written responses to our recommendations from commissioners and providers can be seen at healthwatchoxfordshire.co.uk/reports

All reports are available in summary and Easy Read. To see more about the **impact** of our reports and how we ensure people's

voice makes a difference see here: healthwatchoxfordshire.co.uk/impact/impact-of-our-research/
We follow up on recommendations and action with providers or commissioners at six months.

➤ **What we heard about hospitals (August 2025 – July 2026)**

We published a summary report outlining the themes of feedback and public comments about hospital care, across Oxford University Hospitals NHS Foundation Trust Hospitals (OUH), including Horton and John Radcliffe, Nuffield and Churchill Hospitals in the past year 2025–26. This was gathered over the year, via our research projects, rural engagement, regular hospital stands, Enter and View and face-to-face conversations during outreach at events and community activities across the county. Read the report at <https://healthwatchoxfordshire.co.uk/reports-hub/1771>

We heard a range of themes, including positive feedback about good communication, compassionate care and professionalism from NHS staff. We also heard about things that can be improved, including interface, communication between primary and secondary care, administration, information and communication, interpreting whilst waiting for hospital appointments, waiting times and cancellations. Parking remains an ongoing frustration. In our research in rural areas, we also heard about the challenges, time and cost of reaching hospitals, in particular for those who don't drive or have to use taxi, or lack local community or poor public transport links:

"I've had a fair number of neuro ophthalmology appointments at the JR in Oxford during the last 6 months which entails catching 3 buses or trying to get a lift at least part of the way as it's such a difficult place to access if you aren't allowed to drive."

"Desperately need community transport to attend John Radcliffe Hospital. I attend regular appointments and a taxi is approx. £140 return. There is no easy way to get there."



- We finalised our report bringing together insight from **850 people** across 14 **rural areas** (Deddington, Cropredy, Heyford, Yarnton, Chipping Norton, Charlbury, Long Hanborough, Freeland, Chalgrove, Sonning Common, Faringdon, Stanford in the Vale, Shrivenham and Watchfield) for Oxfordshire County Council as part of the **Marmot focus on rural health inequalities**, presented today. We worked with Community First Oxfordshire to carry out the engagement. Key themes include gaps around transport, housing and provision for young people, the wealth of community groups supporting health and wellbeing in rural areas and the precarity of these groups and organisations due to challenges including funding.

Community research

Healthwatch Oxfordshire continues to bring our expertise in supporting **community and participatory research** and working with communities to explore issues and voice issues of importance to them.

- ✓ We delivered **training to 15 grassroots community researchers** in July, over two day workshops, working with community partners (including Oxford Community Action), to build on skills and learning and the steps for community research outlined in the **‘How to guide’ for community research**. This work was funded by Oxford Brookes, in support of Oxfordshire Community Research Network (OCRN). Next steps includes rolling out of monthly online community research ‘drop ins’ to support budding community researchers, along with a second tranche of training for more community researchers in October, funded by OCRN.

<https://healthwatchoxfordshire.co.uk/community-research-training>



Community members who took part in the first two community research training sessions

- ✓ See our website for links to all community research supported by Healthwatch Oxfordshire, as well as resources, and local links to other community research <https://healthwatchoxfordshire.co.uk/community-research>
- ✓ We are an active member of **Oxfordshire Community Research Network** and continue to support its development, and to bring community voices to this forum.
- ✓ We published information leaflets on breast cancer screening in Urdu and Punjabi following our community research project with Sunrise Multicultural Centre <https://healthwatchoxfordshire.co.uk/latest-news/2026/09/from-community-research-to-sharing-information-breast-cancer-awareness-for-urdu-and-punjabi-speaking-communities-in-oxfordshire>

Hearing about cancer Translated resources



Report summary and useful information
now available in Punjabi and Urdu

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.

See <https://healthwatchoxfordshire.co.uk/enter-and-view-reports>

- Since the last meeting we made an Enter and View visit to the Minor Injuries Unit at Abingdon Community Hospital, (see report here: <https://healthwatchoxfordshire.co.uk/reports-hub/1802>)
- We also made a visit to Oxford Health Murray House Hub.



- We were also delighted to hear that feedback we'd shared with Oxford Health following our **Enter and View** visit had helped shape plans for a major refurbishment project **at Abingdon Community Hospital's Emergency Multidisciplinary Unit**. <https://healthwatchoxfordshire.co.uk/impact-of-enter-and-view>

Other activity summary

- See here: <https://healthwatchoxfordshire.co.uk/our-impact/> with examples of how our work has had an impact, including monthly 'snapshot' reports <https://healthwatchoxfordshire.co.uk/latest-news/2026/09/a-snapshot-of-our-work-in-august> highlighting our activity
- In **Quarter 1 (April to June)** we engaged directly with approximately 419 people across the county through being on the streets, attending events, hospital stands, community gatherings and Patient Participation Group meetings. Our focus during this time was around hearing from women about their experiences of using maternity services (report due in Quarter 3). We have also had great days out talking to people at play days across the county.
- We held a webinar on **Tuesday 15th September on end of life and palliative care** with speakers from Oxford Health and Oxford University Hospitals NHS Foundation Trust, and building on our recent report on this topic.
- Recordings to watch, slides, and joining details for our future **public webinars** can be seen here <https://healthwatchoxfordshire.co.uk/our-webinars>.
- **Community Marmot Event** – This was positively incorporated into part of the Director of Public Health annual report launch on 10th July at Unipart House as part of the wider focus on tackling health inequalities. We supported community members to speak about the amazing work they are doing with their communities, to support prevention and better health.
- **We publish bi-monthly news bulletins** to bring up to date health and care information to the public (to read previous issues and to sign up to receive a copy see <https://healthwatchoxfordshire.co.uk/our-newsletter>), as well as active social media platforms, website and sharing communications via local news and community networks.
- We carry out active listening, engagement and **ongoing outreach** to community groups, at events and on the street and other settings across the county, and gain insights into experiences and views on health and care along with via

phone and our online feedback centre. We have a rolling programme of hospital visits to speak to the public. Outreach undertaken in Quarter 1 (April to June 2026) included:

- Outreach to parent groups to hear about maternity services, including in Abingdon, Barton, Cowley and Charlbury
 - Eid Extravaganza in Blackbird Leys and Oxford Sanctuary Fair in Florence Park.
- Key themes we have been hearing since May include good communication and high quality care across several services, difficulty getting appointments including GP practices, physiotherapy and mental health services, and limited follow-up medical care after discharge from hospital.
 - We continue actively working with **Patient Participation Groups** (PPGs) across the county, attended PPG meetings and sending news updates, and supporting involvement in development of Neighbourhood Health. We will be holding a **webinar with PPG members** and practice managers to share good practice examples in October.
 - We have actively supported proposing, scoping and development of VCSE Neighbourhood Integrator roles as part of bringing wider voice into the landscape of Neighbourhood Health, working closely with OCVA, CFO, Response and other partners.
 - **Future of Healthwatch**
Healthwatch Oxfordshire continues an independent charity listening to people using health and care services and ensuring their voices are heard by decision-makers.. As the Health Bill <https://bills.parliament.uk/bills/4124> progresses through parliament, it includes removal of the statutory function of Healthwatch as an independent voice. We are working closely with health and social care system to explore future iterations for our charity as seen in the agenda item on independent voice for Oxfordshire today. The landscape continues to change rapidly.



April to June 2026

Activity and achievements

Outcomes and impact of our work

In May we launched a new **How to Guide for Community Research** – a practical, colourful and engaging workbook offering step-by-step guidance to help anyone get started in community-led research. The guide was co-designed with community researchers from Oxfordshire's grassroots communities, who over four workshops last winter, shared their knowledge, ideas and lived experience to help shape and build this resource.

Funding for the workshops was provided by Oxford University, via Oxfordshire Community Research Network and Oxfordshire County Council.

To find out more about the guide or to download your copy see

www.healthwatchoxfordshire.co.uk/community-research-how-to-guide

We also published two community research reports:



Hearing from older Chinese people in Oxfordshire – we supported community researcher Derek Ng to interview **20** older Cantonese-speaking people from Oxfordshire about their experiences of health and care services.

If we were treated the same as any other race – we supported Black Women in Women in Maternity to produce a report highlighting the maternity experiences of **52** Black women in Oxfordshire.

We also:

- ✓ Published a report summarising feedback from **786** people about using **GP services in Oxfordshire** between April 2025 and March 2026. We presented our findings to the Oxfordshire Health Overview and Scrutiny Committee working group on GP services and have shared our report with other key commissioners and service providers.
- ✓ Hosted a **webinar** with **Healthwatch Bucks** enabling people to hear about **Oxford Health's** new five-year strategy and to share their feedback on this.
- ✓ Presented to the **Oxfordshire Marmot Place Steering Group** about what we heard from more than **800** people living in **rural communities** across the county (a report on this work, commissioned by Oxfordshire County Council, will be published in September 2026).

Read all our reports at www.healthwatchoxfordshire.co.uk/reports-hub and learn more about the impact of our work at www.healthwatchoxfordshire.co.uk/impact



April to June 2026

Activity and achievements

Hearing from you

- **71** people contacted us for help or information about local health and social care services.
- We received **178** reviews of **63** health and care services via our Feedback Centre. We received **42** responses to reviews from service providers.



Our Enter and View work

We made **3** Enter and View visits – to the Oxford Magnetic Resonance Imaging Department and the Trauma Outpatients department, both at the John Radcliffe Hospital, and to the Minor Injuries Unit at Abingdon Community Hospital.

We published **2** reports following visits earlier in the year to the Ashurst Ward at Littlemore Mental Health Centre and Katharine House Hospice. All our Enter and View reports, which set out our recommendations and a response from the service provider about the changes they will make, can be read at www.healthwatchoxfordshire.co.uk/enter-and-view-reports



Out and about

We continued our programme of general and targeted outreach visits to speak to people about their experiences of using health and social care services.

We visited a range of places, from libraries to community centres, as well as attending bigger events such as Eid Extravaganza and Oxford Sanctuary Fair. Over these three months we spoke to **419** people in total.

We also visited the Churchill, Horton General and John Radcliffe hospitals as part of our regular programme of hospital visits, speaking to **108** people. We reported back what we heard to Oxford University Hospitals, which runs these three hospitals, so they can use this feedback to make improvements.



Published by Healthwatch Oxfordshire
01865 520520

Office F20, Elmfield House, New Yatt Road, Witney, OX28 1GT
hello@healthwatchoxfordshire.co.uk
www.healthwatchoxfordshire.co.uk

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