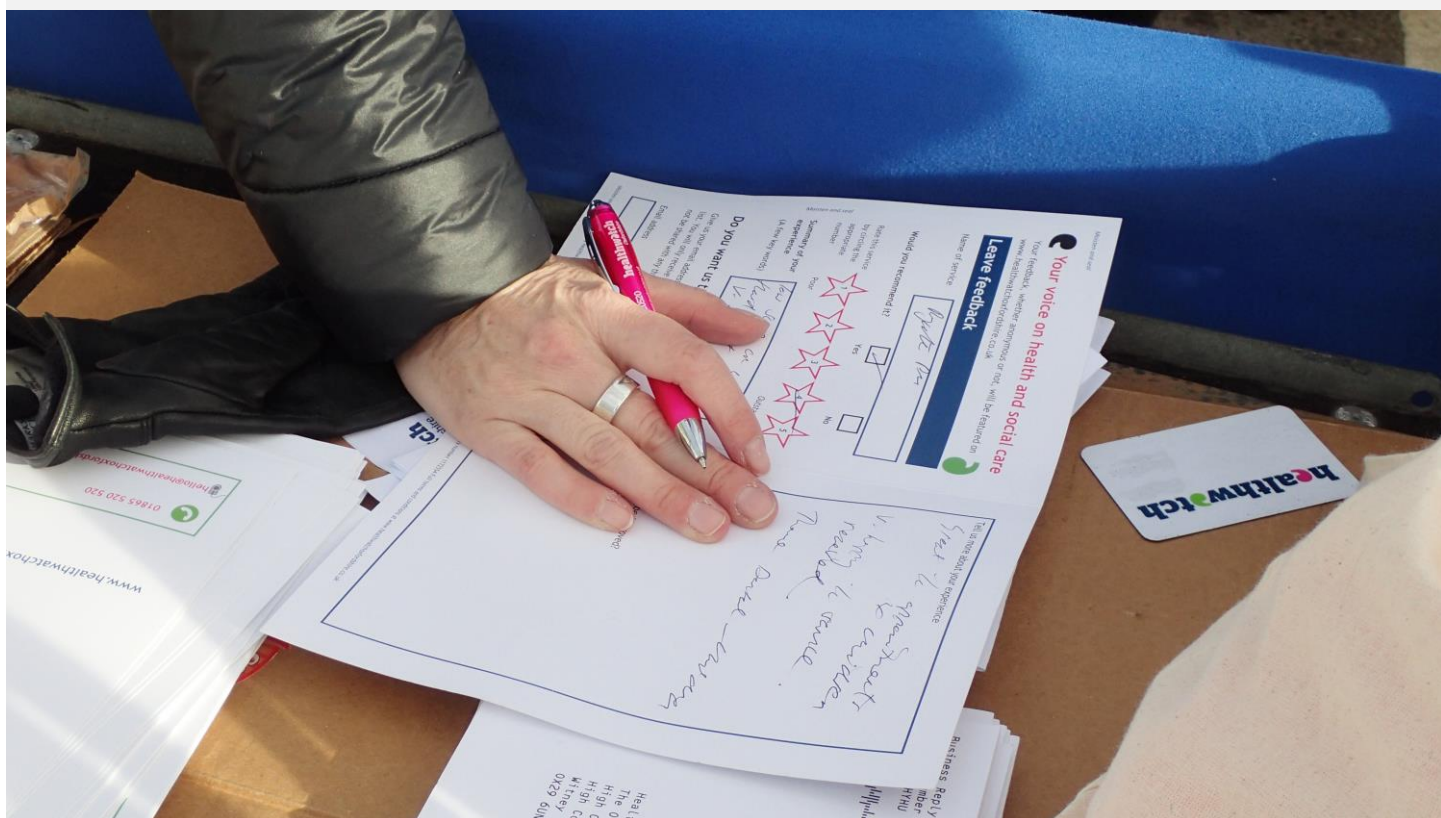




# Healthwatch Oxfordshire

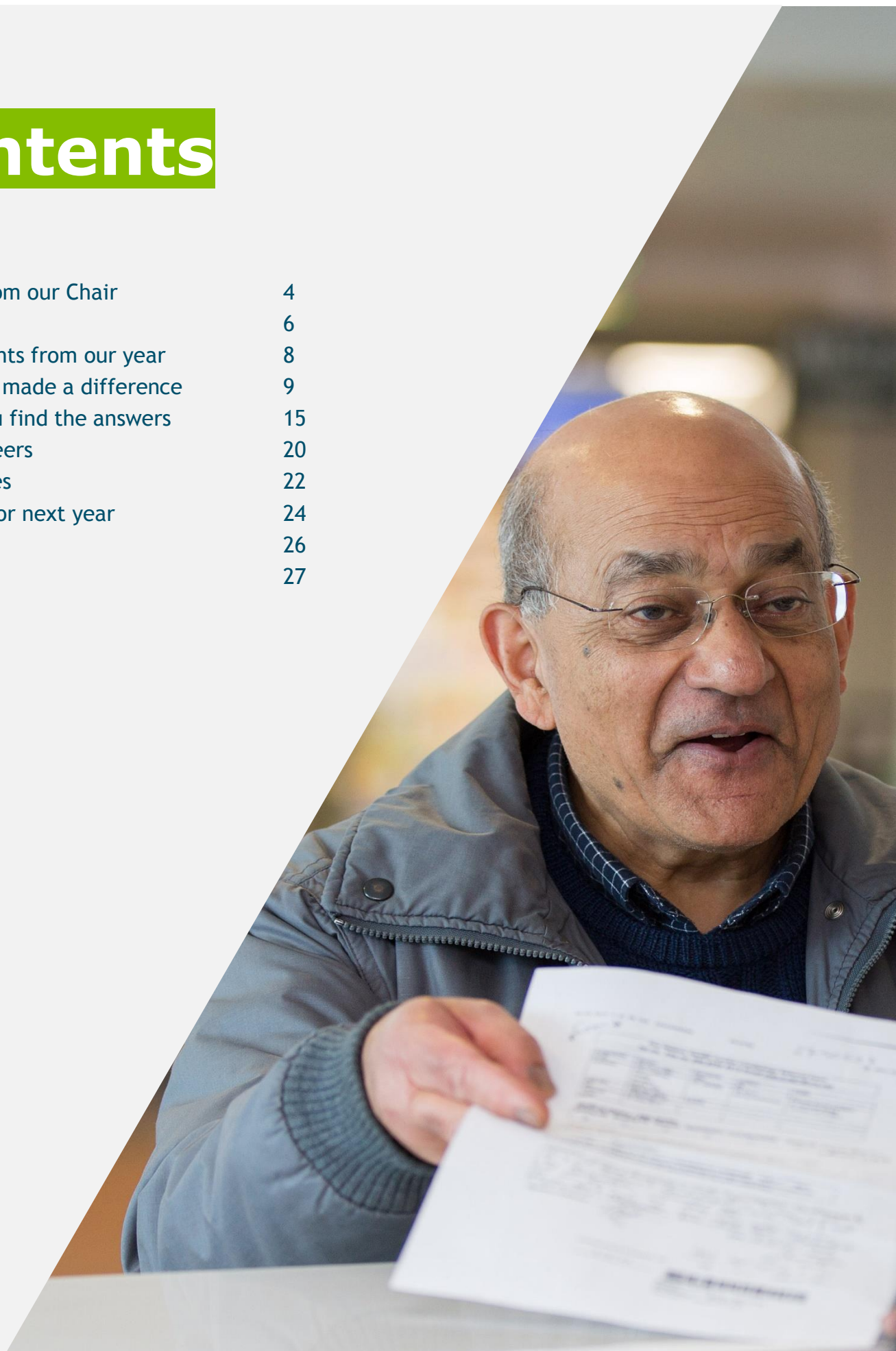
Annual Report 2018-19





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# Message from our Chair

## Professor George Smith FRS outlines some of the main achievements of Healthwatch Oxfordshire during 2018/19

Welcome to the 2018-19 annual report of Healthwatch Oxfordshire. We are the official 'watchdog' body for oversight of all health and social care provision in the county. We gather information from individuals and voluntary organisations, we carry out research and investigations, and we make recommendations about how services can, and should, be improved.

We also have statutory powers. The local health and social care authorities must respond to matters that we raise with them, and if we are not satisfied with their response, we can escalate our concerns to national level. We have had a busy and successful year.

Our new website, which contains a feedback centre enabling everyone in the county to record their experiences of health and social care provision, has already received more than a thousand postings. These cover the services provided by GPs, pharmacies and care homes throughout the county, as well as every department of all hospitals.

Feedback in this way provides a rapid means of identifying the best and worst of service provision, and is a key factor in driving improvement. Please make maximum use of it!

Reports and investigations carried out this year include in-depth studies of community service

provision in Banbury and Wantage, and in the OX4 postcode zone of Oxford city (mainly the Greater Leys, Rose Hill, Temple Cowley and Littlemore areas), a detailed study of the need for improved dental provision in the county; a review of the restructured day centre provision, following funding cuts the previous year; and a major probe into the widely-publicised failings of the (recently-outsourced) musculo-skeletal physiotherapy service.  
(Continues next page)



*'Feedback in this way provides a rapid means of identifying the best and worst of service provision'*



**(From previous page)**

We have been gratified to see significant improvements made in several areas, in response to our reports and recommendations, and we will continue to follow up on these.

In the coming year, we intend to focus especially on mental health provision, and on the need for improvements in social care.

We will also be working hard to improve the links between the very active and vibrant voluntary sector in Oxfordshire and the statutory authorities for health and social care. There is much to be done to improve

communication and partnership working, which is likely to become more and more important as demand for services increasingly exceeds supply.

We will also be keeping a very close eye on the latest round of re-organisation of the state health care system, seeking to ensure that the changes which are made are not purely administrative, but offer real benefits to real people. Your support and encouragement in this work are greatly appreciated.



Prof George Smith FRS  
Healthwatch Oxfordshire Chair

## Changes you want to see

Last year we heard from more than 4,000 people who told us about their experience of a number of different areas of health and social care. Here are some examples of the changes that you want to see.



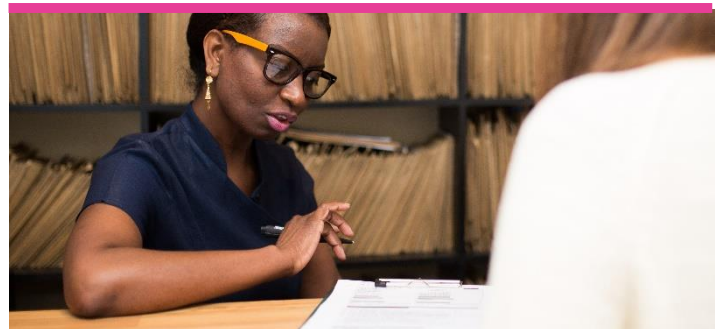
+ Make it easier to see a doctor or nurse quickly



+ Healthcare professionals should have a positive attitude and be empathetic



+ Staff should take the time to speak to people about what to expect next



+ Services should provide information so that people can make informed decisions about their care

# About us

## Healthwatch is here to make care better

We are the independent champion for people using local health and social care services. We listen to what people like about services and what could be improved. We share their views with those with the power to make change happen. People can also speak to us to find information about health and social care services available locally.

Our sole purpose is to help make care better for people.

### Our vision is simple

Health and care that works for you. People want health and social care support that works - helping them to stay well, get the best out of services and manage any conditions they face.



### Our purpose

To find out what matters to you and to help make sure your views shape the support you need.



### Our approach

People's views come first - especially those that find it hardest to be heard. We champion what matters to you and work with others to find solutions. We are independent and committed to making the biggest difference to you.



## People are at the heart of everything we do

We play an important role bringing communities and services together. Everything we do is shaped by what people tell us. Our staff and volunteers identify what matters most to people by:

- + Visiting services to see how they work
- + Running surveys and focus groups
- + Going out in the community and working with other organisations

Our main job is to raise people's concerns with health and care decision-makers so that they can improve support across the country. The evidence we gather also helps us recommend how policy and practice can change for the better.





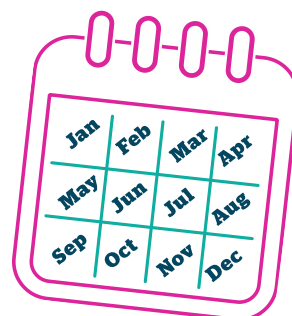
**Achievements of**

**our year**

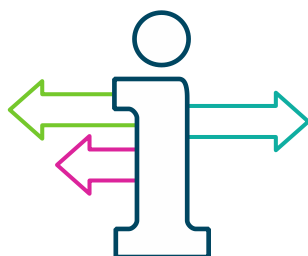
## Find out how we have researched, engaged and represented the public's views and experiences in 2018-19



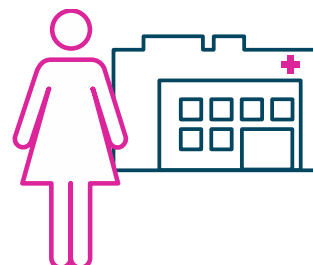
**4,279** people shared their health and social care story with us.



We have **12** volunteers including Board members helping to carry out our work.



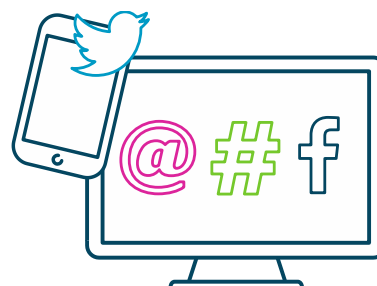
**25,198** people accessed Healthwatch advice and information online or contacted us with questions about local support.



We visited **124** services and community events to understand people's experiences of care.



**13** improvements to health and care services were made as a result or in part because of our contribution.



**114,900** people engaged with us through social media.





**How we've made**

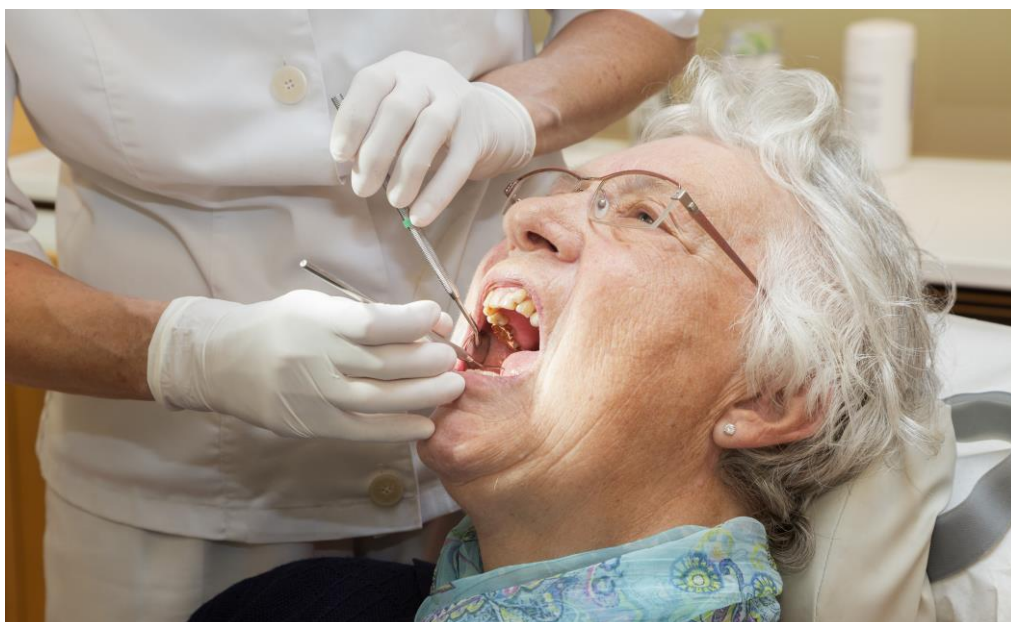
**a difference**

## Dentistry and care homes - our findings

### Residents in Oxfordshire's care homes need better access to dentistry services

- Our research found that care home residents face a number of hurdles in obtaining access to a dentist, including:
- a lack of NHS dentists visiting care homes,
- poor physical access at some dental surgeries,
- lack of transport and staff to take residents to the dentist, and
- a feeling by some care home managers that some dentists are unwilling or unhappy to treat patients with dementia or a learning disability.

As a result of the findings, Healthwatch Oxfordshire brought together representatives from NHS England, Oxfordshire County Council, Community Dentistry, care home providers, and Oxfordshire Clinical Commissioning Group to



discuss how they could work together to improve access to dentists for people living in care homes. One result has been the improved promotion of the Time to Smile service in Oxfordshire care homes, together with promotion of the use of the oral assessment tool by staff.

The full report can be accessed at Healthwatch Oxfordshire's website at <https://bit.ly/2WDOSyl>

## Filling the gaps - the bigger picture across the county...

In a separate piece of work, Healthwatch Oxfordshire looked at the wider provision of dental care in the county. We found that people in Oxfordshire are finding it increasingly difficult to find an NHS dentist. In some areas of the county, notably Bicester, Wantage, Faringdon and

*People in Oxfordshire are finding it increasingly difficult to find an NHS dentist*



Abingdon, people were worried that the number of NHS dentists was not keeping up with housing expansion.

In the report, 'Filling the Gaps; access to NHS dentistry in Oxfordshire', one patient said they had moved to the area and had been trying to register with an NHS dentist for 12 months.

Others found physical access difficult, especially patients with physical disabilities or without their own transport.

Healthwatch Oxfordshire also learned that many patients found information about dentistry confusing and unclear, especially with regard to cost.

Where people did access dentistry, most people found the standard of treatment to be very good.

NHS England has subsequently opened a new dental surgery Bicester.

Read the report at <https://bit.ly/2K1S3da>



## Championing diversity and inclusion

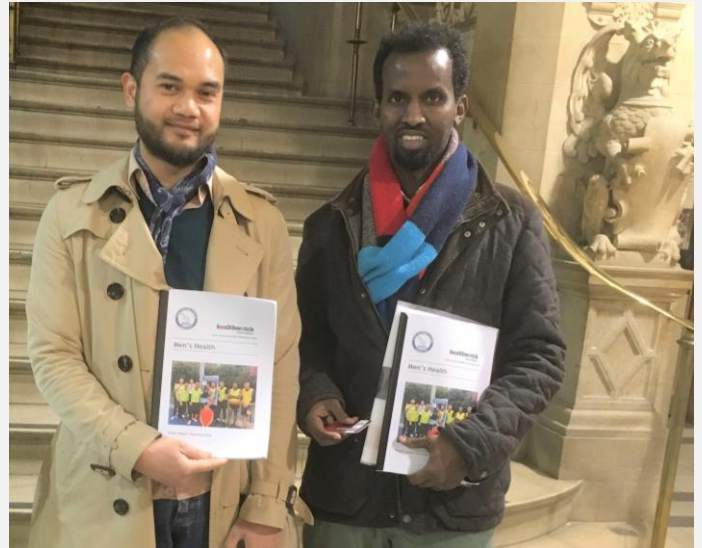
In 2018 Healthwatch Oxfordshire Project Fund gave funding and ongoing project support to Oxford-based community football group East Oxford United.

The project leaders, Hassan Sabrie and Nigel Carter of East Oxford United, explored barriers that men from black and ethnic minority backgrounds face in looking after their health and accessing NHS Health Checks.

With support from Healthwatch Oxfordshire to collaborate on the design of a questionnaire and carry out the research, they reached more than 300 men from across east Oxford. Building on local networks and the energy of community volunteers, they were able to reach men in mosques, local shops, taxi and bus companies, and workplaces.

*Men are keen to have more tailor-made, targeted information about a range of health issues, including diabetes, heart disease, mental ill health among other issues.*

The work culminated in a Men's Health football tournament, with teams from more than 22 different nationalities at the Oxford Eid Extravaganza. This enabled them to give out 'Man Manuals' and other information about men's health, distribute questionnaires and raise awareness linking to national Men's Health Week.



*Mujahid Hamidi and Hassan Sabrie presented the report to the Health Improvement Board of the Oxfordshire Health & Wellbeing Board*

The study found that:

- While men generally knew about messages for living healthily, there were barriers to this and gaps in understanding about the free health checks available from the NHS.
- Factors preventing men from accessing NHS health checks included shift work, long working hours, and family constraints.
- Involving communities and working with local networks was key to understanding barriers to health and finding solutions.
- Men tended to use the GP as a source of information on health, closely followed by the internet, friends and family.

- Men were keen to have more tailor-made, targeted information about a range of health issues, including diabetes, mental ill health among other heart disease issues.

East Oxford United and Healthwatch Oxfordshire presented the report to the Oxfordshire Health Improvement Board and to the Oxfordshire Health and Wellbeing Board to give insight to public health officials into barriers to NHS checks.

(Continued on next page)

*Left: a still from the Men's Health video*





## Championing diversity and inclusion, (continued)

Hassan Sabrie, coach of East Oxford United, said: “As a diverse multi-ethnic community group, East Oxford United initiated the Men’s Health Project with Healthwatch Oxfordshire. We did this to highlight how community-centred, participatory approaches involving marginalised and disadvantaged groups can help to address health inequalities.

“The successful Men’s Health Football Tournament delivered by the Men’s Health project as part of Oxford’s 2018 Eid Extravaganza, engaged over 5,000 people. It showed how communities themselves can be involved in reaching out to deliver key health messages.”

### Useful links

**Men’s Health video:**  
<https://bit.ly/2V3PNag>

**Men’s Health report:**  
<https://bit.ly/2HT069U>

Rosalind Pearce, Executive Director of Healthwatch Oxfordshire, said: “This report shows that while men, in general, are aware of the importance of living a healthy lifestyle, and do take steps such as taking exercise and thinking about their diet.

“However, it shows that more could be done to make it easier for men to access free NHS health checks and information, and address other barriers to good health such as concerns about money, secure housing, cost of healthy food, exercise, and general life concerns.”

A short film was made on Men’s Health in Oxford, showing how Healthwatch Oxfordshire and East Oxford United worked together to reach men through community networks. Video can be a fantastic way of communicating good practice and getting voices heard.

The film was launched by East Oxford United and Healthwatch Oxfordshire to an audience of more than 50 people at the Oxfordshire Health Inequalities Commission Good Practice event, and a shorter social media clip will be shared via the men’s networks to highlight the importance of looking after your health.



*Participants in the football tournament*

The film was jointly funded by NHS England’s Sharing and Celebrating Patient and Public Involvement in Healthcare Community Grant and Healthwatch Oxfordshire.

The report and film have been welcomed and used as a showcase for good practice in how the energy of community networks can be harnessed to capture people’s views about how local services can be improved.

Oxfordshire County Council public health practitioner Stephen Pinel commented: “The Oxfordshire County Council’s Public Health team welcomed the recent Men’s Health report from Healthwatch. It was reassuring to see that the majority of men want to receive information on health and how to take care of themselves from their GP, where the NHS Health Check is currently provided. “On the whole the NHS Health Check Programme does perform well in Oxfordshire. However, this report highlights that there is room for improvement. The report complements the findings of a recent Health Equity Audit of the programme that also highlighted that after receiving the NHS Health Check offer, men are less likely to take up the offer. This is important because men experience higher than average rates of cardiovascular disease, and therefore stand to benefit most from the NHS Health Check.

“The council would now like to build on the Healthwatch report by designing and conducting a piece of behaviourally-informed qualitative research to gain full insights into drivers behind why men are less likely to take up the NHS Health Check offer.”

## Review of daytime support services

Healthwatch Oxfordshire published the findings of a major survey undertaken among users of daytime support services for adults in Oxfordshire.

You can read it at <https://bit.ly/2MtEt47>

Oxfordshire County Council's Adult Social Care department asked the health and social care watchdog to undertake an independent review of the services after major changes in how they were delivered in October 2017.

The county council's Health and Wellbeing Centres and Learning Disability Daytime Support Services were replaced with a new Community Support Service as planned, securing the services for the future.

The services provide daytime support for both older people and those with learning disabilities.



*A picture by a Daytime Support Service user*

Healthwatch Oxfordshire made a number of recommendations, including a suggestion that the county council reviews its approach to major changes to services that were accepted. Other recommendations referred to:

- communications with service users and their carers;
- communication throughout all levels of the system affected;
- the impact of service changes on carers should be addressed through the change process.



## The Project Fund

**2018 saw another round of Healthwatch Oxfordshire Project Fund grants. This offered ongoing support and funding to enable local groups to carry out small scale focused research and explore issues important to them.**

This proved a positive way of linking into local communities, building on local networks across the county.

All reports were highlighted in a chapter on local evidence in the Oxfordshire Joint Strategic Needs Assessment 2019.

We supported five groups:

**Rose Hill Primary School Healthy Eating Consultation 2018:** The research highlighted involvement and voice of parents, teachers and school children in exploring barriers and opportunities for healthy food in school.

**Be Free Young Carers:** explored levels of support to young carers in the city of Oxford.  
**Oxford Citizens Advice - Barriers to health and social care services faced by people on low incomes in Oxford.** 206 clients from CAB Oxford responded to a questionnaire, and highlighted some of the barriers faced by this group to accessing health and social care.

**East Oxford United;** see pages 11 and 12.

**Oxford Community Aqua:** carried out research into acceptability of peer-led therapeutic exercise classes, including water-based activity, for people with muscular skeletal conditions.

*Right: a music session organised by Be Free Young Carers*







## Improving health and social care: case study - Healthshare

Healthwatch Oxfordshire secured pledges from the county's provider of community physiotherapy to make improvements to the service following complaints from patients.

Healthshare Ltd., which was given the contract to provide community musculoskeletal services last year, has accepted the recommendations made by the county's independent health and social care watchdog.

Healthwatch Oxfordshire reported to the county's Health Oversight & Scrutiny Committee (HOSC), in response to increasing concerns about the service provided by Healthshare.

The report was based on patients' experiences, and made seven recommendations, including:

- Improving the service provided to people trying to contact Healthshare by telephone
- Increasing the number of locations where services are available
- Putting in place a clear complaints procedure

- Ensuring patients are sent a confirmation letter within 24 hours of an appointment being made, with clear contact details should they need to change.

In response to Healthwatch Oxfordshire's report, both Healthshare and the Oxfordshire Clinical Commissioning Group, the body responsible for 'buying' health services in the county, accepted the recommendations and agreed to act upon them. The report was subsequently endorsed by a HOSC Task-and-Finish Group.

Rosalind Pearce, Executive Director of Healthwatch Oxfordshire, said: "We are very grateful to all of those patients who took the time to tell us their experiences.

"As a result, we have suggested a number of ways in which the service could be improved.

"We will be monitoring the situation closely, and in particular, we would hope for a clear timetable, with a deadline, on when the problems with communication are going to be resolved."

You can read Healthwatch Oxfordshire's report and the responses to it at <https://bit.ly/2WDOSyl>



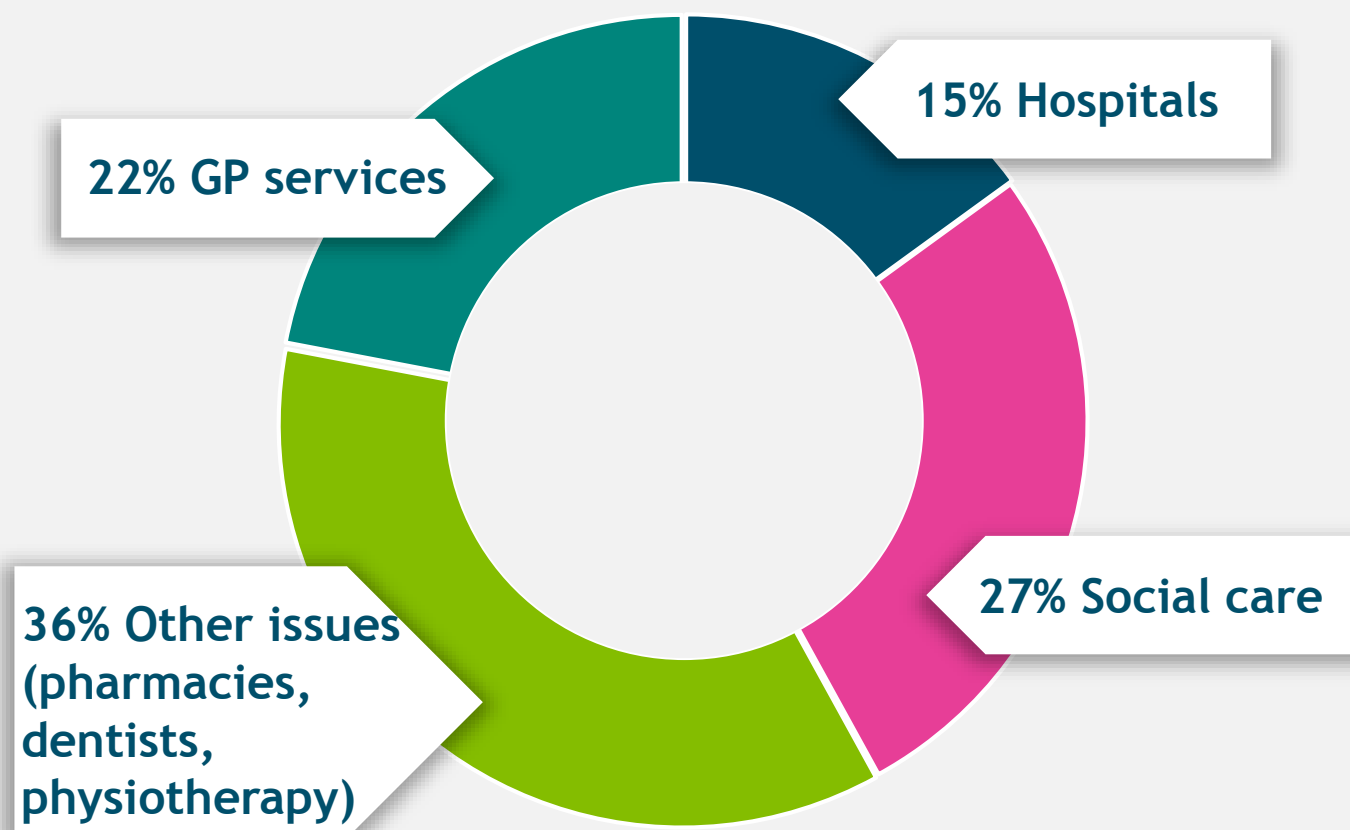


**Helping you find  
the answers**

## What services do people want to know about?

People don't always know how to get the information they need to make decisions about their own health and care. Healthwatch plays an important role in providing advice and pointing people in the right direction for the support they need.

Here are the most common services that people ask us about:



## How we provide people with advice and information - working with Patient Participation Groups

In January 2019 Healthwatch Oxfordshire held two Patient Participation Group (PPG) Forums. Both forums were well attended, with 106 delegates representing all six localities, PPG and practice representatives from 34 practices and nine health-focused agencies.

The aim of the Forum was to hear how patients benefit from Patient Participation Groups (PPGs) was working well with their GP practices, and to learn from others what had been achieved at different surgeries. This was also an opportunity to establish new and stronger partnerships across the surgeries.

Generally made up of a group of volunteer patients, the practice manager and one or more of the GPs from the practice, patient participation groups meet on a regular basis to discuss the services on offer, and how improvements can be made for the benefit of patients and the practice.



Presentations were made by local GPs, who spoke about the Changing Face of Primary Care. Patient Participation Groups talked about using social media, how their practice used leaflets designed and produced by the Patient Participation Group in an easy-to-understand format, and the Woodlands Medical Practice Manager and PPG Secretary described how they worked in partnership - entitled Practice and Patients working in Partnership.

A Locality Forum Chair explained the role of the forum in bringing the patient voice into commissioning through the relationship with PPGs

and Oxfordshire Clinical Commissioning Group. Following discussions in small groups common themes emerged including:

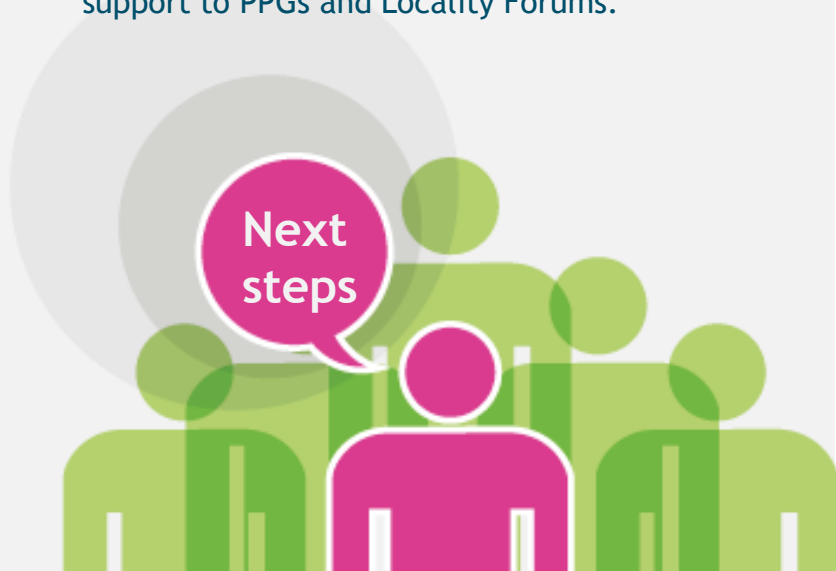
- Overall PPGs found it hard to reach different groups of patients.
- Wanting to hear more about how to reach younger patients.
- More opportunities to share practices and work together to develop the groups.
- Closer working together between patient groups, practice managers and GPs.

While working together on the day, Patient Participation Group representatives from three practices in the North East locality set a date to have a joint meeting.

*The outcome of these discussions will form part of the programmes for future forums in 2019*

### So, what next?

Healthwatch Oxfordshire is committed to run two more PPG Forums in spring and autumn of 2019. These will focus on working together and the new Primary Care Partnerships. We continue to develop our PPG resource and information page on our website. This work is part of our ongoing contract with Oxfordshire Clinical Commissioning Group to provide support to PPGs and Locality Forums.





## Enter and View: vital visits to hear your voice

Enter and View is a visit to a healthcare setting that lasts approximately three to four hours which allows us to make observations of the environment and staff / patient interactions as well as talk with service users, staff and relatives.

Under the Local Government and Public Involvement in Health Act 2007, providers of health and care have a duty to allow access to Healthwatch Authorised Representatives to carry out Enter and View activities.

Enter and View visits allow us to get a snapshot of life within a healthcare setting and allow us to offer a fresh pair of eyes to the provider.

We can provide recommendations and highlight areas of good practice.

We carried out Enter and View visits to 10 different healthcare providers across Oxfordshire in 2018/2019.

These included visits to seven care homes, the SOS bus run by South Central Ambulance Service, the Urgent Care Centre at John Radcliffe Accident and Emergency and one GP Practice.



*This leaflet is sent to services before we carry out our visits*

Our recommendations resulted in the following outcomes:

- The implementation of a staff buddy system
- Revamped care home activity programme
- The replacement of carpets within care homes
- The provision of additional staff assistance during mealtimes at care homes
- The establishment of a new resident menu committee
- The recruitment of a care home mini bus driver
- Additional staff training on a range of subjects
- Introducing a system to record all contacts made/signposted to demonstrate broader effectiveness of service
- Production and distribution of a patient information leaflet



## Could you be a Healthwatch Oxfordshire Trustee?

Are you feeling inspired? We are always on the lookout for more Trustees. If you are interested in joining our Board, get in touch.

w: [www.healthwatch.co.uk](http://www.healthwatch.co.uk)

Tel 01865 520 520

e: [hello@healthwatchoxfordshire.co.uk](mailto:hello@healthwatchoxfordshire.co.uk)

## Banbury Voices - what you told us about your services

In October and November 2018, Healthwatch Oxfordshire turned its focus on Banbury. Through this approach, we were continuing to create a geographical snapshot of people's experiences of using health and social care services in different areas across the county.

Healthwatch Oxfordshire focused hearing from those seldom-heard communities, whose voices may not always have been heard and who may not always give us their feedback on services via the internet or at public events.

We used the Health and Wellbeing profile of Banbury to guide where we should target our activities within the town. We were keen to hear from Banbury's diverse communities as it has a higher than average percentage of ethnic minority population of people from Pakistan (4.4% rather than the England average of 2%) and from the newer EU states (such as Bulgaria and Romania) (4.6% rather than the England average of 2%).

Previous towns we have focused on include Witney, Bicester, OX4 (parts of Oxford) and Wantage.



### Key themes

- Young people's dissatisfaction with Child and Adolescent Mental Health Services (CAMHS), specifically long waits for initial appointments, cancelled appointments, and lack of continuity of care.
- The barriers in using health services when patients' first language is not English and not feeling listened to.
- Returning to 'home countries' to pay for treatment.
- Appreciation of NHS staff.
- Long waiting times for GP appointments (three to four weeks).
- Difficulties in travelling from Banbury to Oxford for medical services.
- Fears about the future of the Horton General Hospital.
- The challenges of living in Banbury and using maternity services in Oxford.

### Immediate actions

#### Sharing of people's experiences

Healthwatch Oxfordshire has shared this report with the relevant commissioners and service providers including Oxfordshire Clinical Commissioning Group, Oxford University Hospitals NHS Foundation Trust, Oxfordshire County Council, and Oxford Health NHS Foundation Trust.

*Healthwatch Oxfordshire focused hearing from those communities' seldom-heard, whose voices may not always have been heard and who may not always give us their feedback on services via the internet or at public events.*





## Our volunteers

“I wanted to do something that would keep me occupied but had a meaningful purpose. Healthcare had been an important part of my life before my wife passed away in 2016. I have a background in operations that makes me ideally suited to help the permanent staff in performing their tasks dealing with the public.

“I can help at different events, which frees up members of the Healthwatch Oxfordshire team to carry out other work.” Brian, volunteer



## How do our volunteers help us?

At Healthwatch Oxfordshire, we could not make all of these improvements without the support of the volunteers who work with us to help make care better for their communities.

- Raising awareness of the work we do in the community
- Visiting services to make sure they are meeting people's needs
- Supporting our day-to-day running, e.g. governance
- Collecting people's views and experiences which we use in our reports

## Volunteers form a vital part of the Healthwatch Oxfordshire team

At Healthwatch Oxfordshire we are incredibly fortunate to be supported by a dedicated and hard-working team of volunteers who take on a range of roles and responsibilities.

We would like to say a big thank you to the Board members who have guided and supported our work over the last year and are very sad to be saying goodbye to Dave Butterworth and Ian Keeley. Our Volunteer Ambassadors play a vital role in representing Healthwatch at both the Health Improvement Board meetings and Children's Trust Board.

The Health Improvement Board focuses on effective partnership working across Oxfordshire to meet people's health and social care needs. The Children's Trust, like the Health Improvement Board, is part of the Health and Wellbeing Board and brings together the public, private and voluntary sectors to improve outcomes for all children and young people who live in the county.

Our volunteers also support us to carry out key outreach work as well as important Enter and View visits. As a small team we simply could not achieve all that we do without them.

## Meet some of our volunteers...



### Sylvia

Sitting on the Children's Trust Board has enabled me to ask specific questions regarding some vulnerable children schooled in Oxfordshire and have meetings with specific members of the county council. I hope this will have made a positive difference to this vulnerable group. It has also enabled me to question OFSTED reports again related in the main to children with SEND (special educational needs and disability).



### Carolyn

Being a volunteer with Healthwatch Oxfordshire allows me to further my lifelong interest in high quality ways to meet the needs of children, families and adults. As an Enter and View volunteer I hope I am able to contribute to people getting their voices heard. I enjoy meeting the residents and people who use the services, and the staff involved in their care, and hearing about their lives and work.

Being a volunteer contributes so much towards my ongoing learning. I am able to use and develop skills from my working life, especially in conversational interview techniques, and I learn so much from the people with whom I have these conversations. I like to think I am making a small difference to the lives of the people I meet.

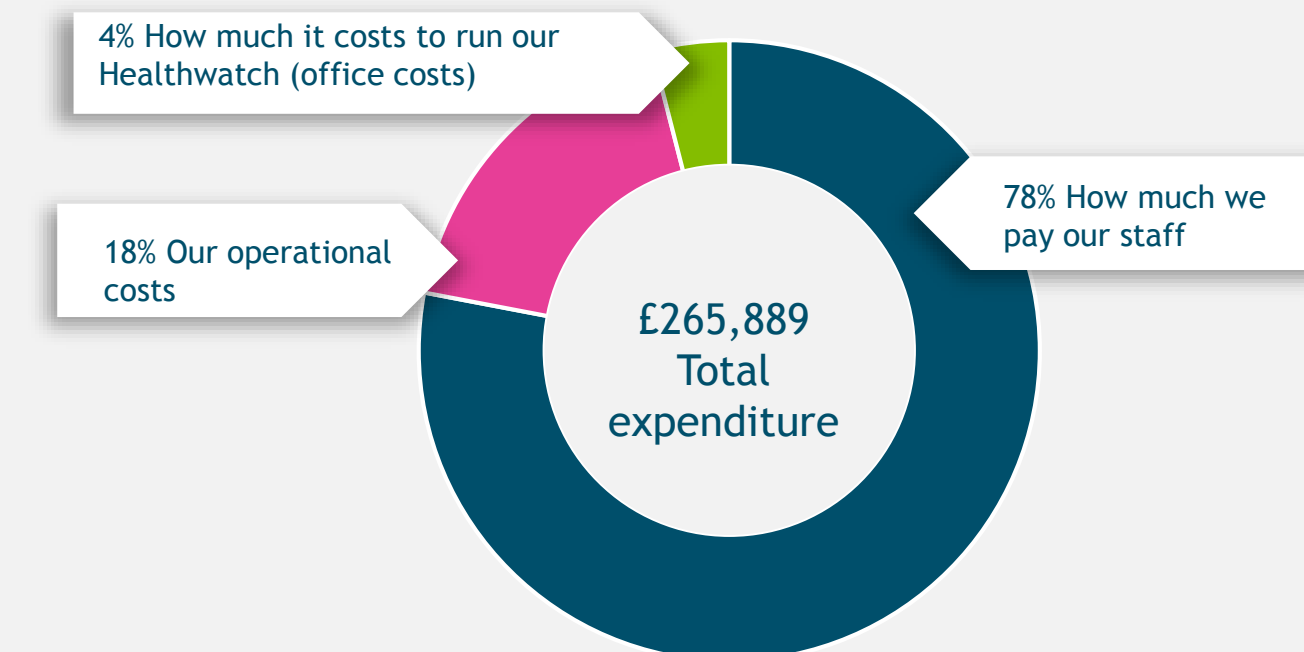
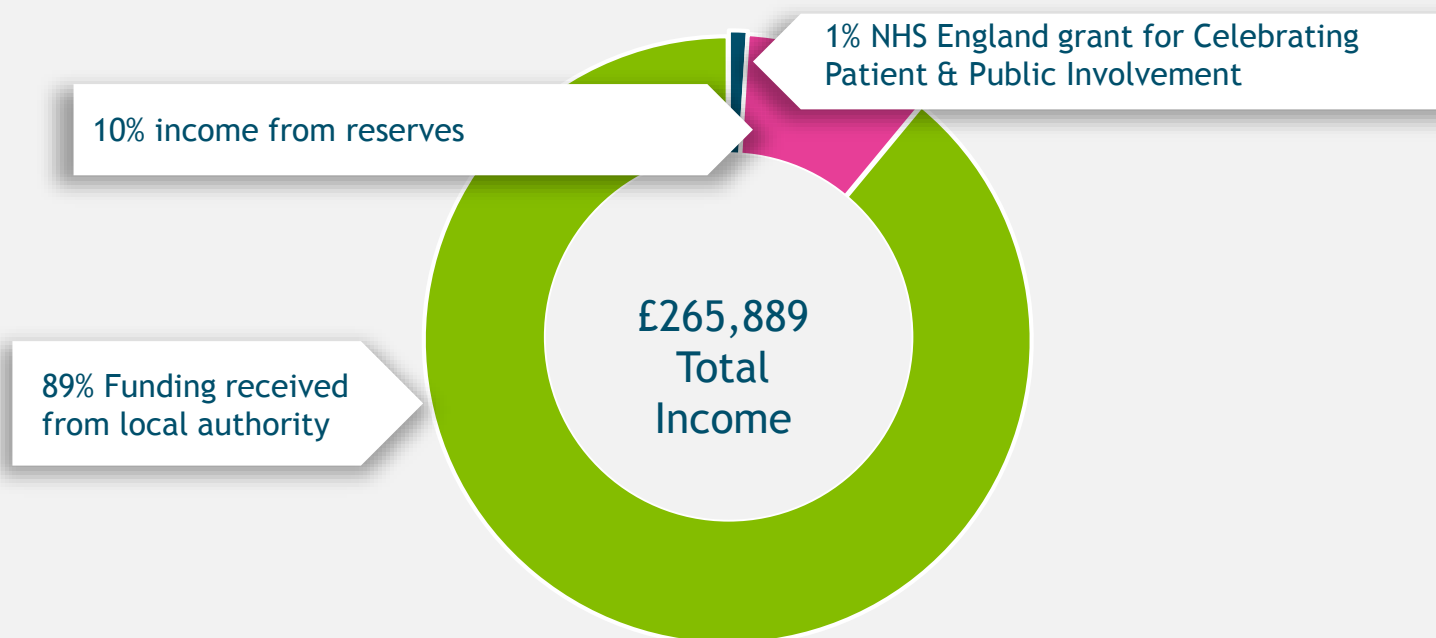


# Our finances

## How we use our money

To help us carry out our work we are funded by our local authority, Oxfordshire County Council. In 2018-19 we received £235,948 from them, and a community

grant from NHS England. In 2018/19 we spent £265,889 delivering our core Healthwatch activity.







**Our plans for**

**next year**

# Message from our Executive Director

## Rosalind Pearce reflects on the past year - and looks ahead to our future plans.

### Another very busy and productive year!

I believe that this report goes a long way to showing how hard the team works to listen to people's experience of health and social care services, which is then followed up with more focused research to inform and influence the service providers and commissioners.

A big thank you from me to everyone involved - staff, volunteers, and those we have heard from. Without them, services would not be improved or praised by our actions.

2018-19 was a big year for Healthwatch Oxfordshire, as we successfully negotiated with the county council for renewal of our grant to continue to deliver the Healthwatch functions in the county.

This gives us the confidence to continue to consolidate our presence and develop our approaches to listening to the population of Oxfordshire.

In 2019/20, mental health is the theme to our listening activities. We have heard much about people's experiences of mental health services over the past few years - we want to know more.

We will work with, and through, existing partnerships and organisations. We will use our enter-and-view powers to hear from service-

users in NHS and voluntary sector settings.

Other plans include listening to families of serving military personnel and visiting schools to hear from pupils.

We will continue to:

- focus on hearing from those communities that are seldom heard;
- listen to and give voice and opportunity to the voluntary sector;
- work with neighbouring Healthwatch organisations where populations access services across boundaries.



*'We have heard much about people's experiences of mental health services over the past few years - we want to know more.'*

**Rosalind Pearce**

Healthwatch Oxfordshire Executive Director



# Thank you

Thank you to everyone who is helping us put people at the heart of health and social care, including:

- + Members of the public who shared their views and experience with us
- + All of our amazing staff and volunteers
- + The voluntary organisations that have contributed to our work
- + Our Board members
- + The providers and commissioners of health and social care in the county.

## Meet the team



**Rosalind Pearce**  
Executive Director



**Carol Ball**  
Business Manager.



**Richard Maynard**  
Communications Manager



**Jeanne Humber**  
Community Involvement Officer.  
Outreach



**Veronica Barry**  
Community Involvement Officer.  
Projects



**Emma Teasdale**  
Community Involvement Officer.  
Localities



## Our Board of Trustees, 2019/20



Prof George Smith, FRS, Chair



Andy McLellan, Vice-Chair



Martin Tarran-Jones, Treasurer



Sylvia Buckingham



Tracey Rees



Don O'Neal

## Contact us

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