

healthwatch

# Healthwatch Oxfordshire

*Your voice on health and social care*

Annual Report 2017/18





# Contents

Message from our Chair	3
Highlights from our year	4
Who we are	5
Your views on health and care	7
A new way to gather experiences	10
Making a difference together	12
It starts with you	14
Our plans for next year	16
Our people	18
Our finances	20
Contact us	23

# Message from our Chair

## George Smith reflects on 2017/18 and looks ahead to the forthcoming year

Welcome to the Healthwatch Oxfordshire Annual Report for 2017/18. We have had a busy and successful year.

It was a year of change for Healthwatch Oxfordshire, as although we said farewell to one member of staff, we were joined by three new colleagues, who have quickly settled in to become valuable members of our team.

Our new website has empowered the people of Oxfordshire to express their views on services including every medical practice, every pharmacy, every care home and every hospital department in the county.

Our outreach events have enabled entire communities within the county to share their experiences about their health and welfare provision, and to propose sensible ways in which these could be improved.

We continue to rejuvenate and refine our approach to getting out and about and meeting people to hear their views. We help them find the services they need.

In February and March, we agreed support to five voluntary and community organisations to carry out research in their communities about their needs and experiences of services. These reports will be available towards the end of 2018. This is an important way for Healthwatch Oxfordshire to reach and hear from communities that are seldom heard.

Some major changes in how the health and social care services work and plan together are happening, and Healthwatch Oxfordshire will continue to



**Prof George Smith FRS**

listen to the views and experiences of people, and inform and influence those changes.

In the year to come, we intend to make young people one of the groups on which we will focus. At the same time, we will continue to hear the experiences of everyone in the county.

We have a great staff team in place, and a lively and enthusiastic Board of Trustees to back them up. We look forward to the challenges we face in the coming year.

We are here to make a difference, and that is what we are determined to do.

**We will continue to hear the experiences of everyone on the county**

# Highlights from our year



This year we've reached 40,000+ people on social media



Our volunteers have helped us with everything from outreach to web design



We've challenged the providers of local services on a range of issues



Our reports have tackled issues ranging from **stroke services** to **parking**



We have signposted people to services more than 700 times by phone and email

Spoken to more than 1,500 people at our town project and forum events



# Who we are



**Healthwatch Oxfordshire is your voice on health and social care. We are your independent watchdog.**

You need services that work for you, your friends and family. That's why we want you to share your experiences of using health and care with us - both good and bad. We use your voice to encourage those who run services to act on what matters to you.

**As well as championing your views locally, we also share your views with Healthwatch England who make sure that the government put people at the heart of care nationally.**

## **Health and care that works for you**

People want health and social care support that works - helping them to stay well, to get the best out of services and to 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.

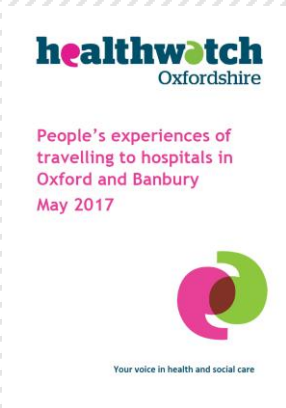
People's views come first - especially those who find it hardest to be heard. We champion what matters to you and work with others to find ideas that work. We are independent and committed to making the biggest difference to you.#

Over the year, we have heard from more than 3,000 people.

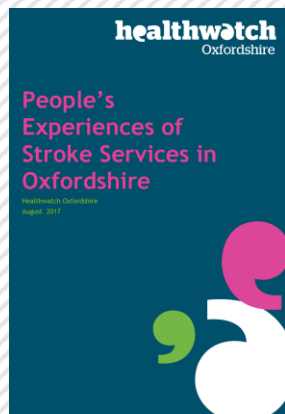
# Our reports

During 2017/18, Healthwatch Oxfordshire published the following reports, all of which are available on our website at:

<https://healthwatchoxfordshire.co.uk/our-reports/healthwatch-oxfordshire-reports/>



People's experiences of travelling to hospitals in Oxford and Banbury, May 2017



People's experiences of Stroke Services in Oxfordshire



Voluntary Sector Forum Report: Health Inequalities



People's Experiences of health and care services in Witney



People's Experiences of health and care services in Bicester



Voluntary Sector Forum Report, December 2017



Voluntary Sector Forum Report, March 2017

# Your views on health and care





### Listening to people's views

In the past year, Healthwatch Oxfordshire focused on two towns in the county, with the whole team involved. As a result, we had direct contact with more than 1,000 people in the OX4 postcode area of east Oxford, and in Bicester.

Listening to people in Bicester, it became clear how difficult it was for them to access NHS dental treatment and check-ups. We raised this with NHS England, which is responsible for dentistry provision. NHS England has now fast tracked the commissioning of extra NHS dental services in the town.

Bicester also saw us develop how we informed and influenced commissioners and service providers. By bringing together representatives of the health and social care system, local councillors, authorities, and voluntary sector, they were able to discuss and forge new relationships to respond to the issues and themes raised in our report.

**Bicester also saw us develop how we informed and influenced commissioners and service providers.**

### Making sure services work for you

Whilst carrying out a patient travel to hospital experience survey, we saw a problem with the parking meters at the Horton General Hospital in Banbury. Following discussions with the Oxford University Hospitals Trust they covered up the parking meters that day until the problem was resolved.

A 'small change' that had a big impact on the experience of people parking at the hospital.



The Mayor of Bicester, Cllr Les Sibley, was a guest at our event the town



### Giving the voluntary sector a voice

Through our Voluntary Sector Forum events, we have enabled better partnership working between the sector, providers and commissioners.

One Forum discussed the role of the voluntary sector on the Oxfordshire Health and Wellbeing Board. We are confident that a revised governance structure will result in more direct access to the Board by the voluntary sector in the future.

Other Forums discussed social prescribing, and a response to the Health Inequalities Commission report.

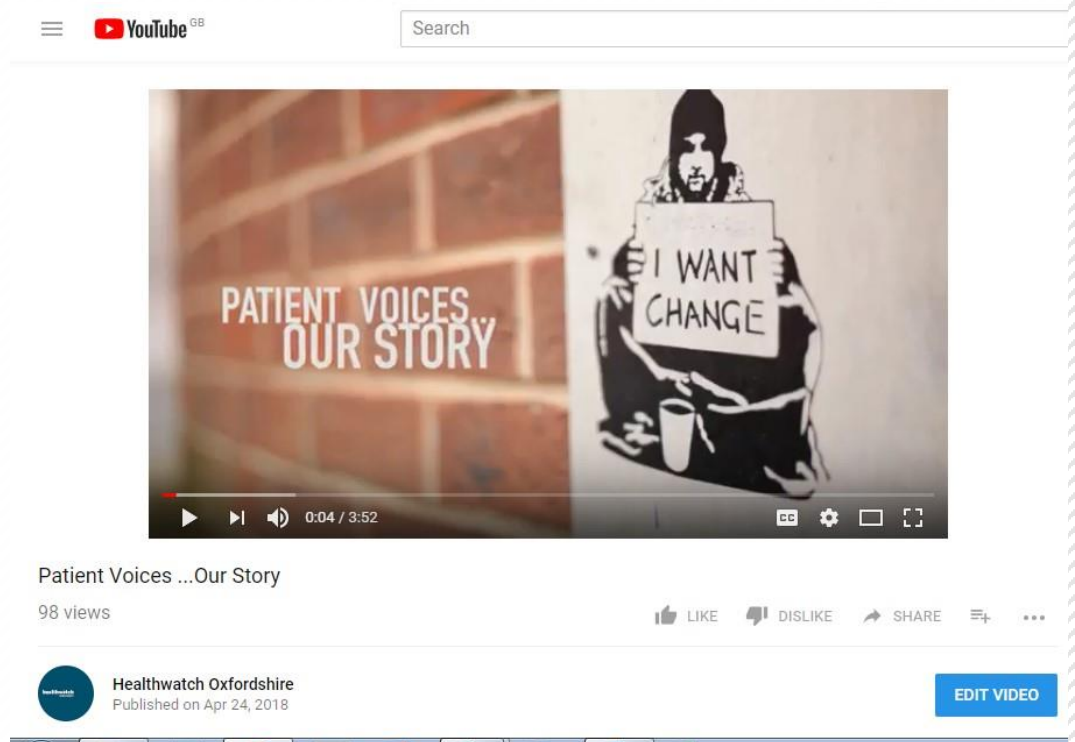
After listening to the sector about how we can better support them, we created a dedicated page on our website. Here we communicate developments and opportunities for future involvement by the sector in the health and social care system.

### Raising awareness through video

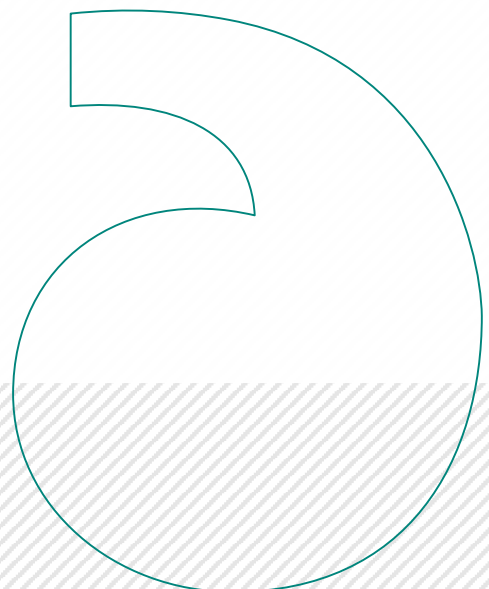
Nationally Healthwatch Oxfordshire was one of seven recipients of an award from the NHS England Communities Fund.

We produced a short video 'Patients voice... Our Story' about the patient participation group at Luther Street Medical Practice, which works with the Oxford homeless community.

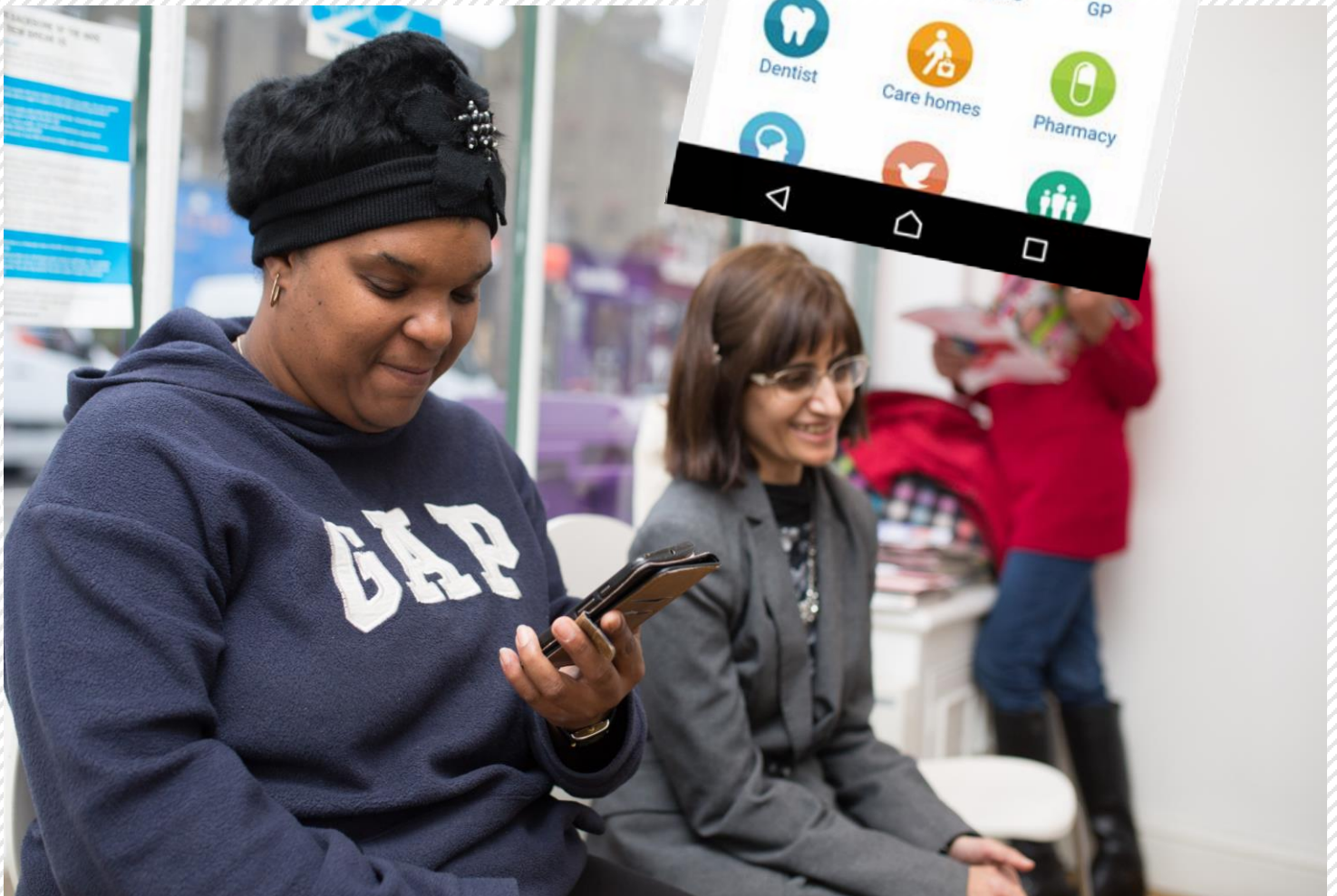
This video was co-produced by the patients' group, Healthwatch Oxfordshire and the Luther Street staff. Well worth a watch!



A screenshot of the video produced with Luther Street PPG Go to [https://youtu.be/3ZLJ\\_G-3QMw](https://youtu.be/3ZLJ_G-3QMw)



# A new way to gather your experiences



## How we share information and gather feedback on services

2018 saw the introduction of Healthwatch Oxfordshire's all-new website and Feedback Centre. The site was created to help people in Oxfordshire share their experiences about local health and social care services.

The new online Feedback Centre is accessible via a variety of devices including mobile phones, desktop PCs and tablets, and just by going to the Healthwatch Oxfordshire website.

People can now easily rate and share their experiences in an engaging and simple way from wherever they are, and receive responses from providers. Within two months of the Feedback Centre going live, more than 200 people had left reviews.

Rosalind Pearce, Executive Director of Healthwatch Oxfordshire, said: "The Feedback Centre supports our digital engagement strategy. We have much to be proud of in the health and social care services people in Oxfordshire use every day, but sometimes things go wrong and need improving. The voice of our community must be heard to help get things right. Healthwatch Oxfordshire's aim is to make sure that the public voice comes through loud and clear to the professionals who make decisions within our local services.

"That is why we have developed a simple yet powerful system which is accessible to the widest possible group of people from wherever they are. People can also leave feedback via our Facebook page, which has more than 200 followers.

**We have the trust of the public to tell us their full experiences of local services: the excellent and the good, as well as where things need to improve.**

"Millions of people every day use online review systems to give their opinion about other services or products they have bought or used. We want to harness that behaviour to get patients, users and their families to give us vital information about the NHS and social care. As an independent organisation, Healthwatch Oxfordshire believes we have the trust of the public to tell us their full experiences of local services: the excellent and the good, as well as where things need to improve. We believe that by creating a familiar way to do this, we will be able to reach many more people in celebrating and improving health and social care here in Oxfordshire."

The screenshot shows the Healthwatch Oxfordshire website interface. At the top right, there are social media icons for Facebook and Twitter, a 'Enable ReciteMe' button, and a 'Select Language' dropdown menu. The main header features the 'healthwatch Oxfordshire' logo on the left and the text 'Your spotlight on local services Call Us 01865 520 520' on the right. Below the header is a navigation menu with items: News, Share your experience, Our reports, How you can help, Signposting, What we do, and The Project Fund. The main content area features a large landscape image of Oxfordshire with a pink text box that reads 'Your NHS, your views, your chance to make a difference'. At the bottom, there is a search bar with the text 'Find your local service and leave your feedback...' and 'Find your service by name or location'. The search bar contains the placeholder text 'Search for a service by name or location, then leave your feedback' and a search icon.

# Making a difference together



## How your experiences are helping to influence change

The number of people contacting Healthwatch for advice and support has increased this year with more than 700 people making contact by telephone, the website or email.

Signposting people onto organisations that can support them with advocacy (Getting Heard) or complaints about services is an important element of our work.

## Signposting continues to be an important element of our work

An exciting development has been the work with the Oxfordshire Adults Safeguarding Board where Healthwatch Oxfordshire is listening to people who have gone through the safeguarding process and feeding their experience back to the Board.

These stories will help to inform improvements in the safeguarding process across the county.

## Supporting Patient Participation Groups

Healthwatch is working with Patient Participation Groups (PPGs) and their Locality Forum Chairs to understand how the PPGs can be supported:

- to increase the number of patients involved, heard, and informed.
- to increase their impact on their GP surgeries by sharing examples of good and innovative practice. Initial findings show that where PPGs work closely with their practice the voice of the patient is heard, and changes can come about. The 'Patient voices... Our story' video (see page 9 of this report) about Luther Street PPG is a good example of this.

## A trusted source of informed comment...

### Making the headlines

- + Healthwatch Oxfordshire continues to enjoy an excellent working relationship with the local media. We have become a trusted source of informed comment on issues surrounding health and care services in the county.
- + During the year we appeared in the local media at least 111 times. These ranged from live radio interviews on prime-time programmes, pre-recorded television interviews, comment in the local press on the health-related issues dominating the news agenda, through to coverage of our own activities.
- + We will continue to comment on those issues we believe to be of greatest concern to users of health and care services in Oxfordshire.



A selection of headlines from the year

it starts with  
**YOU**



## #ItStartsWithYou

### Result!

#### NHS England to commission more dental appointments in Bicester

Healthwatch Oxfordshire brought together the commissioners of health and social care services, local authority representative, community hospital, voluntary sector, ambulance service, and mental health services in Bicester.

At this meeting it was agreed to meet again with people taking responsibility for action, including:

- ❑ Improving access to NHS dental appointments;
- ❑ Plans to increase GP services in Bicester;
- ❑ Plans for the Bicester Community Hospital;
- ❑ Improvements in access to child and adolescent mental health services.



Coverage of our findings on dentistry made the front page of the Bicester Advertiser

### Healthwatch Oxfordshire is now engaged in a review of the change process

#### Informing and influencing decision makers

2017 was an important year for the people of Oxfordshire to have a say in how their health and social care services should be developed. We listened carefully and told the powers that be what we heard. In the health transformation process, we pushed for one single consultation on all the proposed changes. Following reorganisation of the county's community support service (day centres), we told the county council that people were nervous and unsure of what the changes might mean for them. Healthwatch Oxfordshire is now engaged in a review of the change process.

Over the next six months we will talk and listen to people using day centres across the county. We will report our findings, together with the county council, to the Health Overview and Scrutiny Committee in February 2019.

#### GPs - we heard from people across Oxfordshire, now what has happened?

People were generally happy with the care they received but getting an appointment often meant a long wait, and sometimes the experience of making an appointment was not a good one. All the reports we have produced from people's feedback have gone to the Oxfordshire Clinical Commissioning Group, which handles the GP surgery provision in Oxfordshire.

As a result of our recommendations to the commissioner, the following changes have taken place:

- Access to GP appointments within seven days in the county's Primary Care Plan;
- Better publicity of GP appointments at HUBS;
- Training programmes for GP receptionists to include confidentiality and communication skills.

#### Voluntary sector reports

In 2017 we published a report that was researched and written by the charity Oxford Against Cutting. This charity supports survivors of female genital mutilation and cutting (FGM/C). One of the recommendations of the report was that services for survivors should be better publicised. Later that year, the Rose Clinic at John Radcliffe Hospital was relaunched with refreshed material that was produced in partnership with the charity.

# Our plans for next year

**September -  
Banbury**

**May -  
Wantage**

**February -  
Thame**

**Daytime  
Community  
Support**

**Care home  
visits**

**Dentistry  
survey**

**healthwatch**  
Oxfordshire  
watchoxfordshire.co.uk



## What next?

Healthwatch Oxfordshire will continue to focus on listening to the experiences of people living in our county's towns and villages.

We also plan to visit Wantage, Banbury and Thame, to gather experiences.

We will continue to:

- Provide an effective information and signposting service to the public.
- Engage Oxfordshire's communities, involve them in reforms such as Sustainability and Transformation Plans, and communicate people's views on care.
- Recruit and manage volunteers.
- Comply with legislation covering the management of personal information, as well as equalities and human rights.
- Strengthen relationships with key partners, including local authorities, the third sector, the NHS and Care Quality Commission.



Look out for us at an event near you soon

## Our top priorities for next year

1. Continue to find new and innovative ways to reach people and hear their opinions.
2. Increase our use of different media, including social media.
3. Demonstrate more widely our influence in bringing about change.
4. Hear young people's experiences.
5. Improve access to decision-makers, particularly for those people who are seldom heard.



# Our people

## Meet the team



**Carol Ball**  
Business Manager



**Richard Maynard**  
Marketing & Communications  
Manager



**Kanika Lang**  
Community Involvement  
Officer, Voluntary Sector



**Veronica Barry**  
Community Involvement  
Officer, Projects



**Nicola Perrett**  
Community Involvement  
Officer, Localities



**Jeanne Humber**  
Community Involvement  
Officer, Outreach



**Rosalind Pearce**  
Executive Director

## Our Board

Board meetings are held in public at various locations around Oxfordshire, and members of the public are free to attend and ask questions. All Board papers, agendas and minutes are published on our website.

During the year, we said goodbye to three Trustees, **Eddie Duller OBE**, **Jean Nunn-Price MBE** and **Caroline King**. Eddie is a former Chairman, Jean was with the organisation from the beginning, and Caroline was our 'eyes and ears' in south Oxfordshire. We would like to thank them for the contribution they have made to Healthwatch Oxfordshire.

The current Board comprises:

### **George Smith, FRS, Chair**

George Smith is a retired science professor at Oxford University, and former district councillor with a personal and long-standing involvement in health matters in his capacity as a family carer.

### **Tracey Rees - Vice Chair**

Tracey Rees, after 22 years in the NHS, chairs an Oxford City Patient Participation Group and works with the city's patient forum.

### **Sylvia Buckingham**

Sylvia Buckingham originally trained as a nurse, and worked at the old Radcliffe Infirmary and John Radcliffe Hospital. She is also a former Head of Children's Nursing at King's College Hospital and has undertaken research at Degree and Master's level in transforming practice. She is currently working as an external examiner for Portsmouth University on their Masters in Business Administration course.

### **Dave Butterworth**


Dave Butterworth FREng is a chemical engineer who became involved in the voluntary sector as a trustee of two charities and as the OCVA (Oxfordshire Community and Voluntary Action) Community Ambassador for Abingdon. He also launched a new charity called Healthy Abingdon.

### **Martin Tarran-Jones**

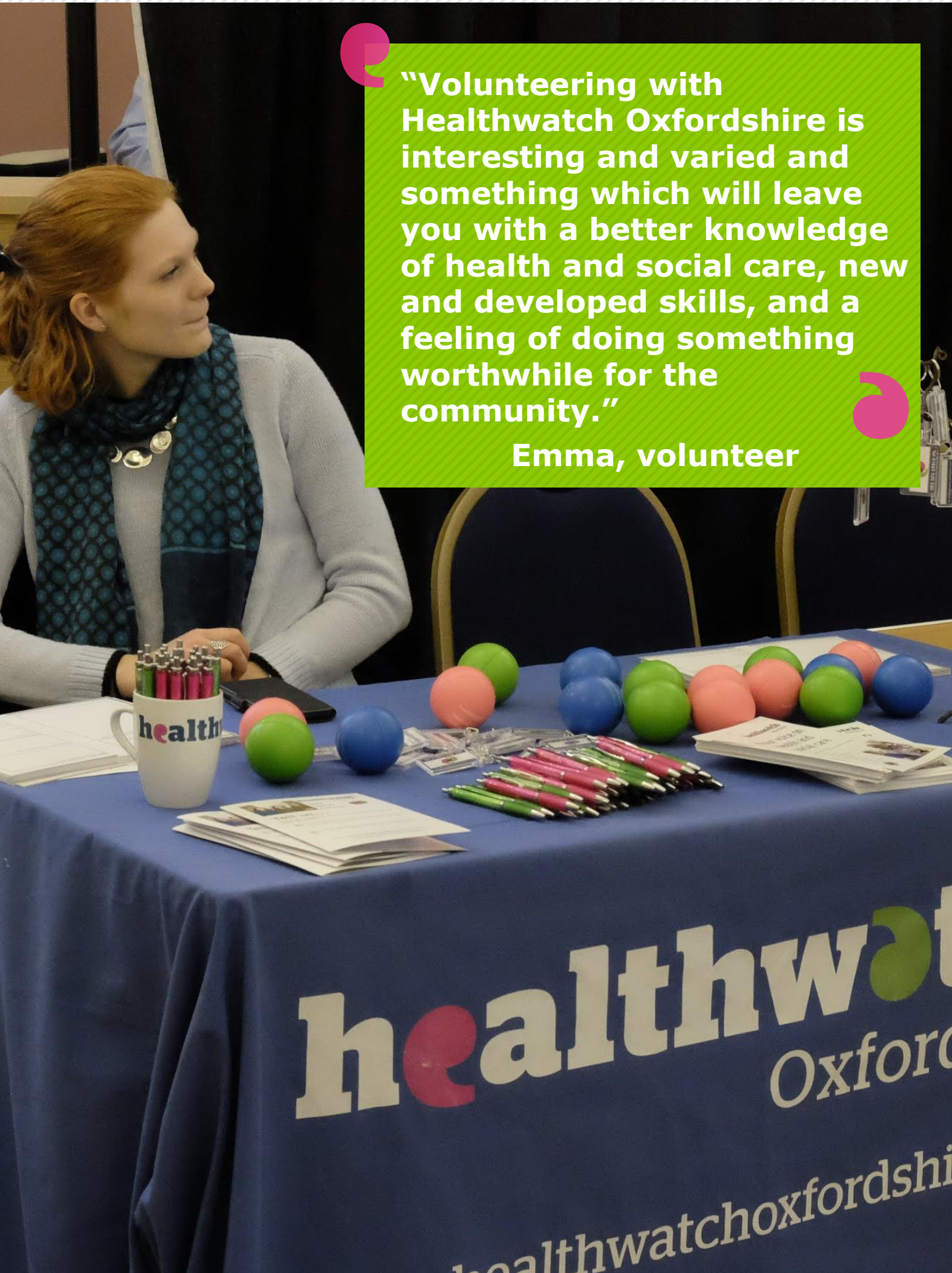
Martin Tarran-Jones has wide experience in business, having spent 27 years in Chairman roles, with 20 different companies. He joined the Woodlands Medical Centre Patient Participation Group as its Chairman in 2012, and is still acting in that role. He was Locality Forum Chair for South West Oxfordshire for three years and remains an active member of the South West Locality Forum.

# Our finances





<b>Income</b>	<b>£</b>
Funding received from local authority to deliver local Healthwatch statutory activities	235,948
Income from reserves	1,117
<b>Total Income</b>	<b>237,065</b>
<b>Expenditure</b>	<b>£</b>
Operational costs	60,506
Staffing costs	164,691
Office costs	11,868
<b>Total expenditure</b>	<b>237,065</b>



**“Volunteering with Healthwatch Oxfordshire is interesting and varied and something which will leave you with a better knowledge of health and social care, new and developed skills, and a feeling of doing something worthwhile for the community.”**

**Emma, volunteer**

**healthwat**  
Oxford

healthwatchoxfordshi



# Contact us

## Get in touch

Healthwatch Oxfordshire

The Old Dairy

High Cogges Farm

High Cogges

Near Witney

Oxfordshire

OX29 6UN

Telephone 01865 520 520

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

[www.healthwatchoxfordshire.co.uk](http://www.healthwatchoxfordshire.co.uk)

Our annual report will be publicly available on our website by 30 June 2018. We will also be sharing it with Healthwatch England, CQC, NHS England, Oxfordshire Clinical Commissioning Group, Oxfordshire Health Overview and Scrutiny Committee, and Oxfordshire County Council.

We confirm that we are using the Healthwatch Trademark (which covers the logo and Healthwatch brand) when undertaking work on our statutory activities as covered by the licence agreement.

If you require this report in an alternative format please contact us at the address above.

© Copyright Healthwatch Oxfordshire 2018

Registered in England and Wales as a Company Limited by Guarantee, No: 8758793

Registered Charity number 1172554



Registered office:  
Healthwatch  
Oxfordshire  
The Old Dairy  
High Cogges Farm  
High Cogges  
Near Witney  
Oxfordshire  
OX29 6UN

[www.healthwatchoxfordshire.co.uk](http://www.healthwatchoxfordshire.co.uk)

t: 01865 520 520

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



@HealthwatchOxon



[facebook.com/HealthwatchOxfordshire](https://facebook.com/HealthwatchOxfordshire)