

# Healthwatch Oxfordshire Report to Oxfordshire Health and Wellbeing Board July 2022

## An overview of activity and outcomes January – March 2022

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# Overview of Healthwatch Oxfordshire activity January – March 2022

## **Healthwatch Oxfordshire Annual Impact Report 2021–22**

Healthwatch Oxfordshire's Annual Impact Report 2021–22 will be available on our website from 5th July 2022. <https://healthwatchoxfordshire.co.uk/our-work/annual-reports/>

We are celebrating our work over the past year at an event on Tuesday 5th July 2022 4–5pm at The King's Centre, Oxford. All members of the Health and Wellbeing Board have been invited to attend.

## **Healthwatch Oxfordshire reports to external bodies**

During January to the end of March 2022 we published the following:

- Report to the Oxfordshire Health and Wellbeing Board in March 2022
- Report to the Health Improvement Board February 2022
- Reports to the Oxfordshire Joint Health Overview Scrutiny Committee in March 2022
- Oxfordshire Quality Committee January 2022.

All the above reports are available online at

<https://healthwatchoxfordshire.co.uk/our-reports/reports-to-other-bodies/>

## **Healthwatch Oxfordshire research reports January–April 2022**

We published 8 research reports, one in film media. Appendix A to this report details the responses to recommendations and current known outcomes.

<https://healthwatchoxfordshire.co.uk/our-work/annual-reports/>

Both the community research projects funded by Health Education England / Public Health England and led by our community researchers Omotunde Coker and Nagla Ahmed were completed during this time. We published a report on listening to Albanian communities completed by community researcher Rolanda Vullnetari. I would like to thank and applaud Rolanda, Omotunde and Nagla for their innovative and impactful work.

## **Communications**

Due to work pressures, mainly associated with the production of the Annual Report, I have delayed the in-depth communications report to the September 2022 Board meeting.

To date we have not been able to recruit to the post of Communications Assistant – social media. As a result we have kept our contractor to support our current level of social media activity.

Vicky, our communications lead, continues to produce a level of communication activity across all media – with the exception of Twitter – that exceeds targets and so increases our reach into communities.

## **Work plan and Key Performance Indicators 2022-23**

Healthwatch Oxfordshire's work plan and key performance indicators for 2022-23 reflect the agreed strategy and goals:

- Increase the voice of the “seldom heard communities”
- Increase the influence of Healthwatch Oxfordshire – in the design, delivery and review of health and social care services
- Ensure the voice of patients and public are heard by the health and social care system
- Play a leading role in making system engagement effective.

The Key Performance Indicators for 2022-23 have been revised to enable reporting to be more focused on outcomes.

## **Key Performance Indicators January to end of March 2022**

The last quarter performance of 2021-22 to a large extent reflects our planning throughout 2021 when we were uncertain about continued funding after the end of March 2022. In effect we did not plan to start any new activity after the end of 2021, just focused on completing our active projects. Despite this we managed to hear from/engage with 2,659 people.

Points of note include:

- 83 people (target was 50) received signposting support
- 108 Feedback Centre reviews (target was 55)
- 12,766 website hits (target 9,000)
- 1,740 people engaged on Facebook (target 1,440)
- 70 people heard from during three Enter & View visits.

## **Outcomes from our work in Q4 2021-22**

Appendix A to this report gives details on outcomes and impact of our reports published between January and March 2022. The following section focuses on our feedback centre and signposting activity.

## Feedback Centre

The Feedback Centre allows people to tell us about their experiences of using local services – including GP surgeries, hospitals, pharmacies, dentists, care homes and more. We publish the feedback on our website once we have checked it to make sure there is no personal information contained in it.

Once published we send the anonymous feedback to the service provider who may respond to the feedback via our website. Where appropriate we may investigate further, based on the feedback shared, to improve services locally. We may also use anonymous feedback as part of reports to health providers and commissioners.

Between January and the end of March 2022 we published 20 responses from providers to reviews – 12 from GP surgeries, 6 from Healthshare MSK service, 1 to COVID vaccination hub at Chipping Norton HC, and at the Minor Injuries Unit at Townlands Community Hospital.

Services tend to offer the reviewer the opportunity to contact them directly either by email or telephone. Their response is published on the Feedback Centre below the original review. Unless Healthwatch Oxfordshire (HWO) function as an intermediary in sharing the reviewer's contact details, or the reviewer contacts us, we do not know the outcome. The short time that services are taking to respond to reviews shows they value our Feedback Centre and are listening to patients.

What we hear through the reviews on the Feedback Centre acts as an intelligence source to inform our research activity. We also contact providers directly if a review is a safety concern or if we are hearing from many users of a particular service. An example of this is our Enter & View visits to both sites at Eynsham Medical Centre and the Lloyds pharmacy in Eynsham, both of which prompted by hearing from patients about these services. Enter & View reports are available on our website here <https://healthwatchoxfordshire.co.uk/our-work/enter-and-view-reports/>

## Signposting

Signposting is the generic term for offering advice and information to members of the public that contact us via email, telephone, letter or via our website. People also ask for information when we are in the community. The aim is to ensure that members of the public have information that helps them access health and care services. We are often asked for advice and support on how to make complaints about a service and can direct them to the appropriate complaints procedure and advocacy services.

## **Example of how signposting works at Healthwatch Oxfordshire**

An elderly couple contacted us who were moving to near Bicester. They were unable to find a GP and dentist willing to accept them as new patients.

We searched online for the nearest GP practices and called a few but they were not taking new registrations. We contacted Oxfordshire Clinical Commissioning Group (OCCG) patient services for help and advice about registering with a GP. Patient services looked into it and spoke to the practice manager at the nearest GP practice. With permission from the person who enquired with HWO, we shared some personal details with the OCCG so that they could inform the practice that they would be contacting them to register.

As we know, finding an NHS dentist in the county who is taking new patients is very difficult at the moment, neigh on impossible! Healthwatch Oxfordshire colleagues were asked whether they had any information on dentists. By chance a member of staff had that day been informed of a dentist accepting NHS patients. This information was shared with the person who contacted us.

### **Outcomes:**

Nearest GP practice manager agreed to register the couple. The dentist was able to register the couple.

We received the following email responses from the couple:

*"Thank you very much indeed for your help with this matter. It is much appreciated..."*

*"You provide a wonderful service! We have just signed up to the [name of dentist] in [xxx] and have appointments for early May."*

*"Success- we're all fixed up now with the doctor and a dentist. We are very grateful for your help and expertise in what was becoming a rather tricky situation."*

### **Overview of signposting activity between January and March 2022.**

83 people contacted us during this period, the majority were about two services – 30 contacts about GP services and 27 contacts about accessing NHS dentistry.

Most people contacted us via email (n=58) and a further 21 people telephoned the office. Of the 26 people who told us their age 17 were between 25-64 years old, a further 6 were between 65-79 years old.

- Of the 17 people who told us their ethnicity 13 (75%) were white British
- 68% (n=44) were women

## Appendix A Healthwatch Oxfordshire Reports

<https://healthwatchoxfordshire.co.uk/our-work/research-reports/>

We published eight research reports between January and March 2022 and produced one film. Five of these reports were published in March, as such we would not expect to be able to record impact and outcomes yet. We check and review outcomes and impact on recommendations at six and 12 months post publication. The table below gives the known outcomes and impact since publishing.

Report	Response to recommendations	Impact / outcomes
<p>Hearing from Albanian and Arabic speaking Communities Compilation report from findings of two community researchers February 2022</p>	<p>No recommendations made.</p>	<p>Brenda Kelly, OUHT Consultant Twitter Tweet "We need to read and learn from this latest @HealthwatchOxon report. Every contact counts. A positive experience reaps a multitude of unintended consequences #radicaladvocacy" and another on 10222 "Feeling understood, listened to and respected and heard are important to people's sense of safety and satisfaction (n.b. a quote from report)" Put yourself in their shoes. You are pregnant in another country and do not speak a word of local language. What will you do differently today in clinic?"</p> <p>LinkedIn response from Jaqui Gitau (AFRIUK and Pamoja) "That is why it is so important that we involve affected communities in their own intervention work to really hear their voice and to really address the 'real' needs. Thank you for this work"</p> <p>Others also commented: "So important to understand the food of different cultures there is a new Afro Caribbean eatwell plate now which is great" (Thrive Tribe Uni</p>

Report	Response to recommendations	Impact / outcomes
		<p>Cambridge) and Mia Waldock of Achieve Oxon also commented.</p> <p>Review September 2022</p>
<p>People's Experiences of Home Blood Pressure Monitoring in Oxfordshire and Buckinghamshire February 2022</p>	<p>Buckinghamshire and Oxfordshire CCGs would like to thank Healthwatch for this very helpful report. The report covers areas we are working to expand so is an extremely timely and valuable addition to our knowledge base. The report provides a valuable insight to the patient experience of home monitoring for BP, which will be highly valuable to this work and other home monitoring initiatives. The Healthwatch feedback and recommendations will be extremely valuable to share with GP practices as they develop more comprehensive programs to support home BP monitoring. We welcome the insight into both the opportunities and difficulties in early experience of remote monitoring. We welcome the recommendations, have given initial responses and will continue to reflect on them. The recommendations will inform our work as we move forward.</p>	<p>Report sent to research participants, and we received the following feedback from two people:</p> <p>"It is interesting and informative to have feedback and also helpful in my role as the coordinator of the Health &amp; Wellbeing Project"</p> <p>"A very well written and accurate report. I spotted my quote on page 25 and so glad people with disabilities were identified and the difficulties we face."</p> <p>Review September 2022</p>

Report	Response to recommendations	Impact / outcomes
<p>Women's Views on maternity care - Black women's experiences of maternity services in Oxfordshire – film produced to report on community research project led by Omotunde Coker March 2022</p>	<p>No recommendations made – listen to us</p>	<p>Film shown to women who took part in the making of it, other women from the community, representatives of Oxford University NHS Foundation Trust (OUHT) maternity, Buckinghamshire Oxfordshire Berkshire West Integrated Care System (BOB ICS) maternity, CQC, Health Education England, Oxford Community Action. The film has had 155 views on YouTube since 12 March 2022 and has been shared on websites and social media extensively.</p> <p>Email response from Joanne McEwan, HEE included: 'I found the film very moving Omo, and all the more so with the women involved present on at the event. I think you clearly presented the important questions and it is apparent you listened intently to the women. I could see from the group that there was a will to make change and the conversation has started. Your confidence in presenting will be a great advantage as you take your findings forward.'</p> <p>Maternity Voices Partnership translated their leaflet immediately after the film showing – 'into one language but it's a start'. (MVP representative).</p> <p>Omotunde attended the Maternity Health Inclusion Group at OUHT speaking from lived experience. Agreement by Public Health Oxfordshire to include a midwifery representative in the co-production groups for Leys, Northfield Brook, and Abingdon Caldecott asset mapping within community health needs assessment. Review September 2022</p>



Report	Response to recommendations	Impact / outcomes
<p>Patient Experience of contacting GP surgeries in Oxfordshire March 2022</p>	<p>From Oxfordshire Clinical Commissioning Group: Thank you for sharing the survey on patient experiences of contacting GP surgeries in Oxfordshire. We are sorry to hear that some patients reported difficulty contacting their practice. We routinely review the results of the Patient Access survey – a national IPSOS Mori survey which also looks at patient experiences – this is carried out annually and the latest reports can be found here (GP Patient Survey <a href="http://gp-patient.co.uk">gp-patient.co.uk</a>) Information is available at practice and CCG level and it is possible to compare with national levels. In order to improve access to patients the CCG is</p> <ul style="list-style-type: none"> <li>• Currently reviewing our online consultation platform eConsult to ensure it meets the needs of both the patient and the practice</li> <li>• Investing into an advanced telephony solution to make use of the telephone system more consistent and efficient.</li> </ul>	<p>Presented an overview of our findings to Oxfordshire's Health Overview and Scrutiny Committee in April 2022 and the Health and Wellbeing Board.</p> <p>We shared the report with local representatives of the General Medical Council, all local GP practices, Oxfordshire Primary Care Commissioning Committee, and the Oxfordshire Quality Committee.</p> <p>We discussed the findings of the report in a Patient Participation Group online forum arranged in May 2022 with OCCG and Local Medical Council representatives.</p> <p>Review September 2022.</p>
<p>Using Interpreters to access health and social</p>	<p>Round table discussion agreed action points:</p>	<p>Followed up an enquiry about provision of interpreters at community pharmacies with NHS England via the</p>

Report	Response to recommendations	Impact / outcomes
<p>care support in Oxfordshire March 2022</p>	<ol style="list-style-type: none"> <li>1. Explore the production of a joint advertising / information campaign to raise awareness of rights to an interpreter.</li> <li>2. Promote use of interpreter within all staff teams.</li> <li>3. OUHT offered others to be part of the maternity pilot they are conducting.</li> <li>4. Remind GPs that interpreting service is free.</li> </ol>	<p>Oxfordshire Clinical Commissioning Group (OCCG). Response includes:</p> <ol style="list-style-type: none"> <li>1. Ability for pharmacists to now access Language Line (NHS OCCG commissioned interpreter service) via a code under OCCG</li> <li>2. In future to bring to attention to the BOB ICB commissioning process for interpreter services across BOB ICS area.</li> </ol> <p>Report to be shared with Oxfordshire Quality Committee. Review September 2022</p>
<p>Food &amp; Healthy lifestyles: What we heard from the Sudanese community in Oxfordshire Report from community researcher Nagla Abdu El Rahman Sayed Ahmed March 2022</p>	<p>No recommendations made</p>	<p>Dialogue with Oxford Health NHS Foundation Trust Community Diabetic service to discuss cultural appropriate service and links with diverse communities. Invited to attend Type 2 Diabetes awareness courses as observers and give feedback to Oxford Health.</p> <p>Review September 2022</p>
<p>Living in Chipping Norton March 2022</p>	<p>No recommendations made</p>	<p>Report to be included as reference in Oxfordshire Joint Strategic Needs Assessment (OJSNA).</p>
<p>Rural Isolation in Oxfordshire Community First Oxfordshire research March 2022</p>	<p>No recommendations made</p>	<p>A member of the public who took part in the research volunteered to have their own story told – it can be found on our website <a href="https://healthwatchoxfordshire.co.uk/have-your-say/your-stories/">https://healthwatchoxfordshire.co.uk/have-your-say/your-stories/</a> . Report as a reference in OJSNA.</p>