

Report to Oxfordshire Health and Wellbeing Board October 2022

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Healthwatch Oxfordshire Reports to external bodies

During April to end September 2022 we published the following reports:

- Health and Wellbeing Board July 2022.
- Health Improvement Board May and September 2022
- Reports to the Oxfordshire Joint Health Overview Scrutiny Committee in May, June and September 2022.

All the above reports are available online at

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

Buckinghamshire Oxfordshire Berkshire West Integrated Care Board's (BOB ICB) draft strategy for working with people and communities.

In May we published our response to Buckinghamshire Oxfordshire Berkshire West Integrated Care Board's (BOB ICB) draft strategy for working with people and communities. We welcomed the document noting that it is 'in plainer English than others we have seen'. We requested that 'A plain English and Easy Read version of the revised document should be produced to facilitate easy access and greater understanding in order to engage the whole population'.

We asked:

1. for a 'a strong commitment from BOB ICB that patients and service users are around the table when services are being designed, developed, and reviewed.'
2. what resources will be directed to ensure all communities have an equal chance to be involved in service change and development? And 'How will it be ensured that those who are seldom heard and those facing inequalities in health and outcomes are reached, heard, and able to feed into development of place-based priorities?'

We also responded to the document stating that:

- 'There is no clear indication of how flexible this strategy is to allow the place-based partnership to respond to their local needs or what resources will be made available at place to deliver the strategy. Without these there is a real danger that the strategy will fail.'

Our full response can be found on our website at

<https://healthwatchoxfordshire.co.uk/news-and-events/correspondence/>

Informing and influencing

An update on outcomes from Healthwatch Oxfordshire research and reporting.

All our reports can be found on our website here:

<https://healthwatchoxfordshire.co.uk/reports>

More detail is available in our Report to September Healthwatch Oxfordshire Board papers <https://healthwatchoxfordshire.co.uk/about-us/board-papers-and-minutes/>

Community research

Following on from work by community researchers (Rolanda Vullnetari, Nagla Ahmed and Omotunde Coker) focusing on Albanian Sudanese communities, and black women's views on maternity services:

- Online presentation by community researchers of their work to Community Participatory Action Research Showcase event hosted by Health Education England in May, with over 170 attendees (nationally).
- Maternity film and continued conversations and meetings with maternity health professionals and Maternity Voices Partnership, and Buckinghamshire, Oxfordshire and Berkshire (Local Maternity and Neonatal System Equity group) led to links with service providers and continuing conversation about how to run listening events and anticipated development local community-based maternity services, with community involved
- Maternity film showed at inequalities in health workshop convened by Public Health Oxfordshire as example of community research approach
- Sudanese healthy lifestyle report shared with local health and wellbeing agencies including Active Oxfordshire, Achieve, City Council, Fusion Leisure, Mental Health Concordat, Press Red (whole systems obesity insight) and public health.
- Ongoing dialogue with Fusion Leisure and others to try and support establishment of culturally appropriate women's swimming sessions

Follow on from report: Contacting GP surgeries (March 2022)

Report raised at Oxfordshire Quality Committee and referenced in Oxfordshire Clinical Commissioning Group report to Health Overview Scrutiny Committee.

- Impact: Oxfordshire Clinical Commissioning Group implemented changes including investment in telephony solutions, procurement of online options for GPs, and promotion of NHS app to access patient records.
- Issue of GP access escalated to Buckinghamshire, Oxfordshire and Berkshire Quality Surveillance Group for action.

Follow on from report: Using interpreters to access health and social care (March 2022)

- Presented to Black, Asian and Ethnically Diverse Worlds Group (BAED)
- Follow on invited to attend Oxford University Hospital's Trust Quality Improvement meetings with focus on improving interpreting access and service across the trust, and within maternity services
- Cited in Oxford Health Quality report to Health Overview Scrutiny Committee, noting action to improve accessibility of both interpreting and translation on the Trust website

Progress from other reports

Chipping Norton (March 2022) report quoted and praised in 'Community and Prevention' report by Community Catalysts

Rural Isolation in Oxfordshire (March 2022), with Communities First Oxfordshire noted at Health Improvement Board as relevance to Healthy Place Shaping in the county. The report findings were presented to Health Overview Scrutiny Committee (HOSC) in September. The Committee called for more research reaching those who do not have access to or use internet, and to hear from young people.

Let's Talk about mental health (Sep 2020) referenced at workshop putting business case for mental health services in Oxfordshire attended by 54 representatives across commissioner and provider organisations

Boaters' experience of accessing health and social care (Feb 2020)

- Report shared to Northampton Council by Canal and River Trust as example of good practice
- Links to boating community provided to NHS South-East Commissioning Support Unit to support vaccine and health outreach and 'Health on the Move' bus planning

Work plan update

The Healthwatch England Grant to develop a resource for all Healthwatch on **'working with community researchers to achieve change for people'** is completed. Veronica Barry, Senior Community Involvement Officer gave a presentation to other Healthwatch engagement leads on this which was very well received. As part of this work we developed a theory of change model. Both documents are on the Healthwatch England website - <https://network.healthwatch.co.uk/guidance/2022-09-05/working-community-researchers-to-achieve-change-people>.

The Health Education England / Public Health England funded community research work is now completed. In May all projects were featured at a regional celebration of the work and very well received. The impact of this work continues in communities and the health system.

The 2022-23 work plan has been updated to reflect:

1. The loss of a member of staff – the main impact is on the listening to seldom heard community – working men in the county. We will revisit this in October with an option to engage with a voluntary or community organisation to deliver in partnership with Healthwatch Oxfordshire.
2. We are also exploring working in partnership with a local voluntary organisation to deliver research into the main concerns of young people. In the meantime we have a simple online survey to focus on their needs.
3. The Buckinghamshire Oxfordshire and Berkshire West Integrated Care Board (BOB ICB) Core20Connectors project was unsuccessful in funding bid. We continue to discuss with BOB ICB about adopting the community research approach to engage with and listen to seldom heard communities.

We are holding two round table discussions in September:

1. 'What can be done to improve patient access to NHS Dentistry service in Oxfordshire, Buckinghamshire and Berkshire West?'. Follow up from what we are hearing – dentistry is still the most often reason for people to contact us.
2. 'Getting prescriptions from your pharmacy' – follow on from our report published in August 2022

Both sessions are to be attended by the relevant commissioners, representative organisations, and other Healthwatch (dentistry).

The **Patient Participation Group** support / Primary Care Network support is continuing at a pace with attendance at PPG meetings, meetings with practice managers and Primary Care Network leaders, sharing information, and webinars. The September webinar showcased CQC inspections (presented by a Primary Medical Care lead inspector from the CQC) and Healthwatch Enter & View visits to demonstrate the difference and involvement from patients and patient groups.

Healthwatch Oxfordshire 2022–23 Progress to date

Summary of Activity April – end June 2022

In total we heard from 832 people via different methods:

- **Face-to-face events** – attended Eid festival, pharmacy outreach, and spent the day at Templar Square Cowley. In total we spoke to 78 people and gave out 213 Healthwatch Oxfordshire bags.
- **Two research surveys closed** – Care home visiting post pandemic and pharmacy getting prescriptions. Across the two surveys 497 people responded.
- **90 signposting events**
 - 32 for Dentistry, 19 for GPs, and 8 regarding Community Pharmacy
 - 43 by telephone, 44 email, 3 outreach
- **2 Enter & View visits** we listened to 82 people and made 22 recommendations
- **Feedback Centre**
 - 85 reviews left covering 40 services; 11 provider responses posted

We also:

- **Engaged with 14 voluntary / community groups**
- **Published 4 Enter & View reports**
- **Responded to:**
 - Buckinghamshire Integrated Care Board draft strategy consultation

Communications

We continue to promote Healthwatch Oxfordshire, our surveys, and engage with the wider population via our website, social media – Facebook, twitter, LinkedIn, – and direct mailings to targeted groups including Patient Participation Groups, seldom heard groups, communities directly involved with Healthwatch Oxfordshire for example through community research projects and regular contacts. In summary more people are responding to Healthwatch Surveys quoting social media and direct mailings as their source.

Media

Over the past few months Healthwatch Oxfordshire has been contacted by the media – radio, and newspapers – to comment on current relevant issues or in response to our research reports. Press releases issued by Healthwatch Oxfordshire continue to result in media interest:

In April the Banbury Guardian ran our press release on the Chipping Norton Report, and the Witney Gazette ran an article on our getting prescription survey based on our press release. In June Healthwatch Oxfordshire Executive Director was interviewed live on BBC Radio Oxford regarding the pressures on Primary Care in Didcot.