

**Healthwatch Oxfordshire report to Health Improvement Board (HIB). 23<sup>rd</sup> February 2023**

Presented by Healthwatch Ambassador for the HIB **Robert Majilton**

**Purpose / Recommendation**

- For questions and responses to be taken in relation to Healthwatch Oxfordshire insights.

**Background**

Healthwatch Oxfordshire continues to listen to the views and experiences of people in Oxfordshire about health and social care. We use a variety of methods to hear from people including surveys, outreach, community research, and work with specific groups including Patient Participation Groups (PPGs), voluntary and community groups and those who are seldom heard. We continue to build on our social media presence and output to raise the awareness of Healthwatch Oxfordshire and to support signposting and encourage feedback. We ensure our communications, reports and website are accessible with provision of Easy Read and translated options.

**Key Issues**

**Since the last meeting in November, our current work focus includes**

**Reports published:**

**“Leaving Hospital with medicines”** focusing on experience of people leaving hospital (across Oxford University Hospitals OUH) with prescribed medicines, and the support they received during and after discharge.

In total we heard from 113 people – 105 people via a survey and 8 people face to face at the discharge lounge in the John Radcliffe Hospital. 9 people kindly came forward to share their stories in depth, illustrating the journeys people took. Some of these stories are included at the end of the main report and on our website [here](#). A key finding was that few respondents had heard of the Helpline. We also identified other themes around clear and timely communication about medicines and discharge waiting times.

Based on what we heard, we made a series of recommendations to the OUH, to which they responded, i agreeing to:

- Review communication and promotion of the Helpline
- Seek patient input into the written communication and instructions for patients about medicines taken home
- Review and improve discharge process within hospital

- Review and ensure patients have clear communication about follow up prescriptions and where to turn once left hospital.

[Leaving Hospital With Medicine – main report](#)

[Leaving Hospital With Medicine – executive summary including OUH response](#)

[Leaving Hospital With Medicine – easy read summary](#)

### **Hearing from Men in Carterton.**

We wanted to hear from working men – who are often seldom heard – about their views on health and care. We decided to focus on Carterton, drawing on ‘rapid appraisal’ methodologies from November 2022 to January 2023, to gain quick insights into local health attitudes and needs. We had **conversations with 31 men** in all. Our interactions with men involved short but meaningful conversations, prompted by the questions ‘*What makes it easy and what’s hard about looking after your health in Carterton?*’ with added opportunity to give insights into using local health services. Our work linked with the Oxfordshire Men’s Health Forum initiative in November 2022 *#30Chats in 30 days*.

This report highlights what men told us in their own words narrated by theme. Reflecting the views of the 31 men we spoke to their voices give rich insight into some of attitudes and views men of working age held towards important issues of health and wellbeing. It has been shared with the Men’s Health Partnership and others working to reach men. You can read the report here: <https://healthwatchoxfordshire.co.uk/our-work/research-reports/>

**Enter and View** reports and visits continue, with recent visits to Churchill Dialysis Unit, Children’s Hospital, Accident and Emergency Departments at Horton and John Radcliffe Hospitals and Damira Dental Centre. Planned Enter and View visits for end of February include a care home. Once complete, all reports and provider responses are available here: <https://healthwatchoxfordshire.co.uk/our-work/enter-and-view-reports/>

All recent reports are on our website:

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

### **Other activity:**

- Continued work with **Patient Participation Groups (PPGs)**, including regular newsletter, webinars, visits to PPG meetings, and work linking to Primary Care Networks (PCN) and patient outreach. (see here: <https://healthwatchoxfordshire.co.uk/ppgs/>)

- We are hosting **Healthwatch Oxfordshire Open Forum on 28<sup>th</sup> February from 4.30–5.30 pm** for members of the public to meet our Board of Trustees, hear about our work and ask any questions. Details here: <https://healthwatchoxfordshire.co.uk/event/healthwatch-oxfordshire-open-forum/> **Outcomes from our work** – To read about other outcomes our Board papers for will be available on this day and on this web page <https://healthwatchoxfordshire.co.uk/about-us/board-papers-and-minutes/>
- **Open Patient Information webinar on March 31<sup>st</sup> 1.30 – 3pm** for members of the public and others to hear from Dan Leveson (Place Director for Oxfordshire for Buckinghamshire, Oxfordshire and Berkshire West Integrated Care Board (BOB ICB) to learn about Oxfordshire Place Based Partnership; what it is, how it will work and what it means for Oxfordshire residents and communities. The link will be available here: <https://healthwatchoxfordshire.co.uk/ppgs/patient-webinars/>
- **‘On the street’** outreach to speak to the public took place included Watlington Christmas Fair, Donnington 50+ group, and ongoing engagement with Oxford Community Champions (Core 20 plus 5) around access to health care, commenting on services and interpreting support
- Our regular Healthwatch Oxfordshire **hospital stands** continue with recent visit to Nuffield Orthopaedic Hospital to hear directly from members of the public.

#### **Current surveys:**

- We currently have a survey on people’s experience of **Long Covid** support available here: <https://www.smartsurvey.co.uk/s/LongCovid2023/>

#### **Key issues we are hearing:**

- Continue to hear about access to NHS dentistry, GP waiting and access, and cost of living.

<b>Key Dates</b>
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Priorities for Healthwatch Oxfordshire in 2022–3 are:

- Increase the voice of seldom heard communities – through ongoing outreach, and development of community research model
- Increase the influence of Healthwatch Oxfordshire in ensuring voices of the public are heard by the health and social care system – through working with Patient Participation Groups, Primary Care Networks and Oxfordshire Wellbeing Network, Oxfordshire Placed Partnership among others.

**Report by:** Veronica Barry – Healthwatch Oxfordshire, Feb 2022