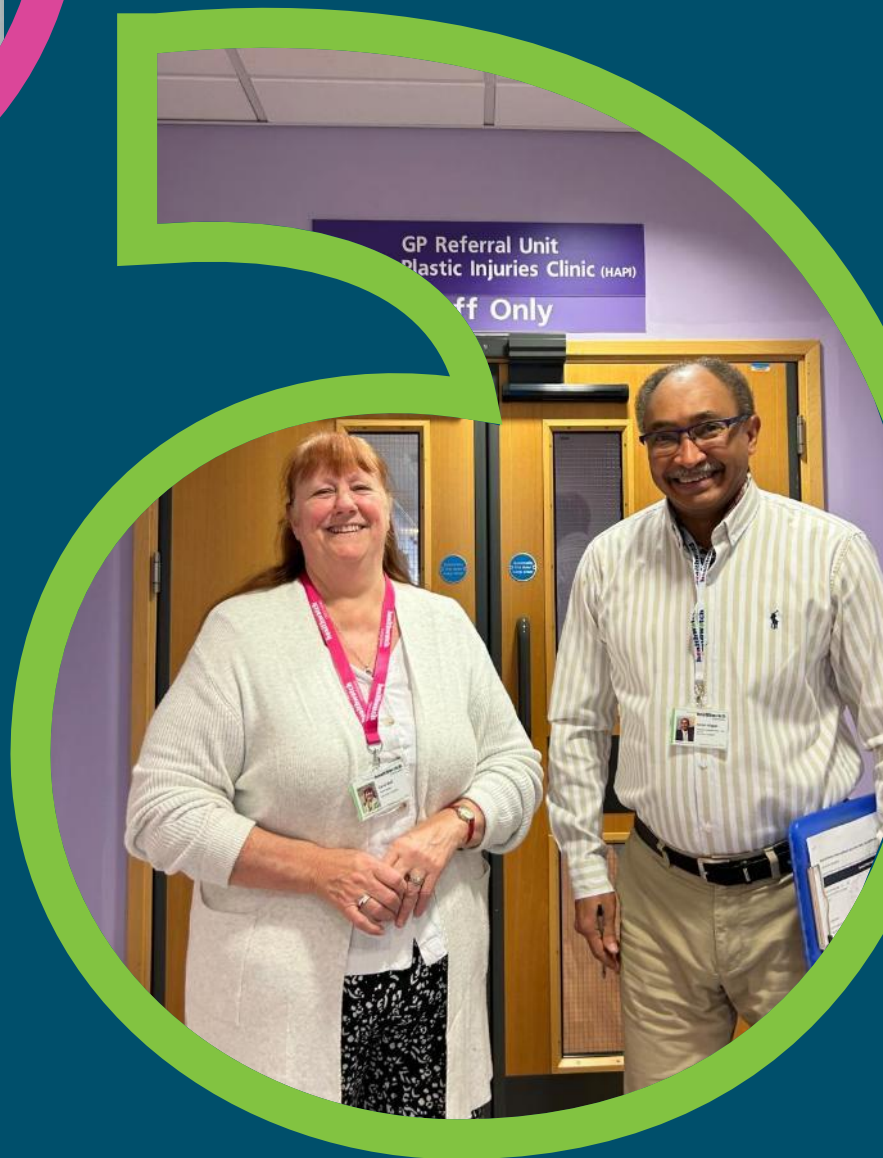




**healthwatch**  
Oxfordshire



## Healthwatch Oxfordshire

Annual Impact Report 2024–2025

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We would like to thank everyone who has helped us over the last year, including:

- Members of the public for sharing their views and experiences with us
- The voluntary and community organisations we worked with for helping to ensure more people's voices are heard
- The providers and commissioners of health and social care for the county who have listened and responded to the voices of Oxfordshire residents
- Our brilliant team of staff, Trustees and volunteers for all their hard work.

# A message from our Chair

**Welcome to our 2024–25 Annual Impact Report, which gives a summary of our activities and achievements over the past 12 months.**

It's been another busy year for our small team of six, half of whom are part-time. During this time, we have worked hard on a wide range of topics, including focused projects on eye care, hospital care, children's oral health and Patient Participation Groups. We reported what we heard on challenges faced in areas where health inequalities are experienced and worked with two community researchers to report on community food support in the OX4 area. We worked collaboratively with health and care providers to amplify the voices of people within new pathways for hospital discharge and continued our Enter and View visits to a variety of health and care services, enabling us to identify practical improvements for patients. Our team are actively 'out and about' listening to the public at a range of community events, play days and on the streets, including hearing from working men.

This year the Government has set out significant changes in the way health and care services will be organised. We will continue to push for clear communication about what these changes mean for the public, and make sure their voices are heard. Our priorities for the year ahead will reflect this.

I would like to thank our team of staff, volunteers and Trustees for their hard work this year. Special thanks go to Christie and Diana, who stood down as Trustees, and a warm welcome to new board members Barbara and Sasha.

Many thanks also to all those members of the public who shared their experiences of health and care services with us.



**"Please do keep sharing your views and stories with us, and we will continue to work on your behalf to ensure that patient voices are heard and acted upon by local decision-makers."**

**Don O'Neal**  
**Chair of Healthwatch Oxfordshire 2023–25**

Many thanks to Don, who stepped down from the board of Trustees in May 2025, after seven years of service to Healthwatch Oxfordshire

## About us

# Healthwatch Oxfordshire is your local health and social care champion

We work to ensure NHS and social care leaders and all other decision-makers hear your voice, and use your feedback to improve health and social care services.

We can also provide you with reliable and trustworthy information and advice about local health and care services.

## Our aims and values



### Supporting you to have your say

We make sure you have opportunities to have your say about the NHS and social care services you use.



### Ensuring all voices are heard

We know that everyone needs to be included in the conversation – especially those whose voices aren't being listened to.



### Working together to improve services

Based on what we hear, we inform service providers about what is working and what could be better to help improve services for all.



### Our values are:

- Equity
- Collaboration
- Impact
- Independence
- Truth

# Our year in numbers

## Listening and informing



**5,321** people shared their experiences of health and social care services with us.



**344** people came to us for advice and information about local health services.



**577** people submitted a review of their experience of using health and social care services via our Feedback Centre.



**5,734** people received regular news updates from us by subscribing to our newsletter or following us on social media.

## Making a difference to care



We published **38** reports about the improvements people would like to see in health and social care services.

## How we work



We received **£290,833** for our work in 2024-25 from Oxfordshire County Council.



We employed **6** members of staff (3 full-time and 3 part-time) to carry out our work.



We were lucky to have **6** volunteers and **7** Trustees, who gave up their time to help support and steer our work.



# Listening to your experiences

**Hearing from people using health and care services in Oxfordshire is essential to help highlight areas that can be improved or changed.**

Our team works hard to make sure we hear from a broad range of people, including those in our priority areas of health inequality. We reach people through being 'out and about', on the streets, at events and hospitals, via our paper and online surveys, and through our focused Enter and View visits. We use lots of different methods to capture people's experiences, including film, art and community research, as well as gathering in-depth stories. For example, this year, we focused on hearing about GPs, pharmacy, rural communities, food poverty and eye care, as well other issues.

The coming pages give some examples of our work and how we have made sure people's experiences and insights are shared with health service commissioners and providers, to help improve care for everyone.



# Listening to your experiences

## Helping to improve people's experiences of leaving hospital

We gathered insight into a new approach that health and care services are using to support people when they leave hospital.

### What did we do?

We used a survey and face-to-face conversations to hear from **206** people about their experiences of the care and support they received after leaving hospital. We also heard from **87** health and care professionals.

### What did we hear?

We heard that parts of the hospital discharge process are working well for some patients, including good experiences of support and being involved in decision-making about their care.

However, we also heard that there are challenges around consistent and clear communication, listening to people and involving their unpaid carers in decision making, delays in leaving hospital and getting care, and accessing follow-up care and aftercare from different services. There are also challenges around the quality and continuity of social care provided.

### How did we make a difference?

We worked closely with health professionals to share what we heard and develop practical recommendations. Since then:

- A new patient leaflet about discharge has been published, with our input
- Oxfordshire County Council are launching new training for social care providers and a specific feedback survey to hear from people who get social care support after leaving hospital
- Health providers are rolling out a new process for proactively following up with people who have recently been discharged from hospital.

"The research conducted by Healthwatch Oxfordshire has proven to be an invaluable asset to our collaborative efforts. The comprehensive analysis and insightful report has significantly contributed to improving our understanding and addressing the health and social care needs of Oxfordshire residents."

**Karen Fuller, Director of Adult Social Care at Oxfordshire County Council**



# Listening to your experiences

## Our Enter and View work

**We have statutory powers under the Health and Social Care Act 2012 to make Enter and View visits to publicly funded local health and social care services.**

The aim of these visits is to identify what works well and what could be improved to make people's experiences better. Enter and View visits are carried out by trained staff and volunteers who observe how the service operates and talk to patients and staff. Based on what we see and hear, we highlight areas of good practice and recommend improvements.

During 2024-25 we made **11** Enter and View visits.

## What difference do our Enter and View visits make?

We made an Enter and View visit to the **Boots Pharmacy in Oxford** city centre in October 2024, speaking to **23** members of the public and pharmacy staff. During our visit customers praised the good customer service and care they had received from the pharmacy. However, some customers told us about long waiting times when collecting medication, and staff highlighted some of the challenges they face, including patients coming straight to the pharmacy after their GP appointment and before their prescription had arrived.

Some of the improvements Boots agreed to make in response to our recommendations, are:

- Make signs about its hearing loop more prominent
- Ensure there is information for customers, including in other languages, on how to give feedback, make a complaint or use interpreting services
- Work with local GP surgeries to ensure patients are given accurate timings for when their prescriptions will be ready.



We also suggested some repairs to flooring in corridors and new signs to help customers find the pharmacy upstairs. The store said these improvements were already planned as part of a refurbishment project.

"Thank you for providing us with such invaluable feedback.... We are always seeking ways to improve the service we provide to our patients."

**Kimberly Clark (Gamal), Boots Store Manager**



See **page 25** for details of all Enter and View reports published this year and examples of service improvements, or you can read our reports in full at [www.healthwatchoxfordshire.co.uk/our-work/enter-and-view](http://www.healthwatchoxfordshire.co.uk/our-work/enter-and-view)



# Listening to your experiences

## Community and hospital visits

Over the year we continued a busy programme of outreach visits across the county to hear directly from people about their experiences of using health and social care services. These visits also enable us to explain our role and to inform people about the services and support available locally.

We spent time at libraries, community centres and markets, and attended community events, play days, fairs and festivals. We also made regular visits to talk to people using hospitals run by Oxford University Hospitals NHS Foundation Trust (OUH) and Oxford Health NHS Foundation Trust (OH).



What we hear during these visits is shared directly with providers and commissioners. It also offers us valuable insight into what is working well and what needs to be improved, and helps inform our work and priorities.

"It's so useful to hear the patient view, and at scale, and from so many different voices, including those who we might not otherwise hear from."

**Caroline Heason, former Head of Patient Experience at OUH**



## Our Feedback Centre

Another important way in which we hear from people about their experiences of using health services is via our online Feedback Centre. This allows people to leave a short, anonymous review, which we then send on to the provider to ensure feedback is seen by those delivering care. We also follow up with providers on reviews of concern.

We published **577** reviews and **138** comments from service providers responding to individual reviews.



**You can leave a review of your experience of a local health or care service via our website at [www.healthwatchoxfordshire.co.uk](http://www.healthwatchoxfordshire.co.uk)**

"Thank you for taking the time to share your feedback... We appreciate your input as it helps us identify areas where we can improve."

**NHS service provider comment**



# Listening to your experiences

## Sharing your views with decision-makers

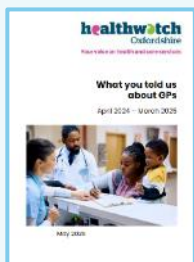
### Your views on eye care services



We asked about eye care services in Oxfordshire and **146** people told us their views. While many people were happy with their experiences, we heard of challenges around travel to get to appointments, the costs of care and referrals. We suggested improvements, including better communication with patients and information about support for people with sight loss.

In response, Oxford University Hospitals NHS Foundation Trust, which runs Oxford Eye Hospital, pledged to review hospital wayfinding signs for people with a visual impairment, letters and scheduling for appointments. We will continue to press for change from other commissioners and providers.

### Your views on GPs



This year **354** people told us about their experience of using GP services. While many people were positive about their quality of care and the support they received from staff, we also heard about the barriers people faced in accessing care from GP practices – including difficulty making or waiting for appointments, and challenges navigating online services.

We wrote a report outlining what we had heard and shared with this with Buckinghamshire, Oxfordshire and Berkshire West Integrated Care Board (BOB ICB), as commissioners of GP services in Oxfordshire, and with the Oxfordshire GP network. We will continue to raise these issues with the local health care system and will carry out further work in the coming year looking at patient experience of digital access.

### Your views on pharmacies



We also published a report summarising all the feedback we received about pharmacy services in the county this year.

Our report, based on the comments of more than **100** people, will bring insight into the Oxfordshire Pharmaceutical Needs Assessment, which is being updated later in 2025.

You can read our reports in full at [www.healthwatchoxfordshire.co.uk/reports](http://www.healthwatchoxfordshire.co.uk/reports)

# Hearing from all communities

**We continue to find ways to make sure we hear from all communities across Oxfordshire, including those who don't usually have a say.**

This year, for example, we have reached different communities by:

- Continuing to have conversations and building trust and relationships with grassroots communities
- Continuing to develop community research methods, resources and support
- Getting out and about across the county to speak to people where they live and work
- Reaching out to specific communities, including speaking with asylum seekers in temporary accommodation, supporting the voice of adults with a learning disability, and listening to those living in rural areas
- Using creative and accessible communications, including through social media, Easy Read and translated materials, film and art.





# Hearing from all communities

## Hearing from rural communities

We worked with Community First Oxfordshire to explore health inequalities in the rural communities of Ambrosden, Arncott, Blackthorn and Piddington, in the north of the county.

This research, based on the views of **162** residents from the four villages, gave insights into isolation, cost of living pressures, access to health and care services, and transport challenges.

“Getting to the hospital if I don’t have a lift means four buses and, sometimes, I miss connecting buses if they are late.”



### What difference did this make?

What we heard was used by Cherwell District Council to help plan and target support to rural areas. Views on transport were also used by the Oxfordshire Citizens’ Assembly, which is looking at how the county’s transport system could be improved. The insight has also been used to inform the new Marmot programme, led by Oxfordshire County Council, to address health inequalities in rural areas.

## Hearing from men

**It can often be hard to hear from men about their views on health and care, so this year we focused on hearing from working men.**

We visited industrial estates, a mosque, attended events and spent time talking to men in Didcot, Banbury and Witney. We spoke to **167** men in total. We heard that men often struggle to find time to look after themselves, juggling jobs and family and cost of living pressures. Some men also feel stigma and pressure to not complain about their health and wellbeing.

“I just work to be honest, work hard and don’t stop when I get home... There’s a lot of pressure in life, mortgages, cost of living, high pressure.”



### What difference did this make?

We shared what we heard with the Oxfordshire Men’s Health Partnership, and health providers and commissioners to help inform and influence services. We also held a webinar called *Designing Services With Men In Mind*, attended by **38** people, which gave valuable insights into how health services could be more accessible and inclusive to help better support men.



# Hearing from all communities

## Hearing from people in Wood Farm

**We carried out a focused project listening to people in the Wood Farm and Town Furze area of Oxford.**

This work was commissioned by Oxfordshire County Council Public Health as part of ongoing work to create community profiles for areas where residents are most likely to experience health inequalities.

We heard from **255** people in the area about what supports them to be healthy and well and what makes this difficult, as well as their ideas for what could be better. We also worked with a local artist to creatively capture children's thoughts on where they lived. We heard mixed views but powerful voices highlighting challenges around the cost of living, high rents and access to health services. We shared what we heard directly back to the community with posters and visual leaflets.



### What difference did this make?

The Wood Farm Health and Wellbeing Partnership is working to take forward the recommendations we suggested based on what we heard from residents.

A Community Health Development Officer has been appointed, and grant funding has been made available for activities that help with improving health and wellbeing in Wood Farm and Town Furze.

## Hearing from refugees and vulnerable migrants

**We reached out to hear from refugees and vulnerable migrants living in hotel accommodation in the north of the county about access to health services.**

### What difference did this make?

Working with Cherwell District Council and Community Dental Services we visited hotels with information about local health services. We then organised a meeting with local stakeholders and Buckinghamshire, Oxfordshire and Berkshire West Integrated Care Board to discuss how we could help people staying in hotels to make use of a supplementary dental service, aimed at supporting the oral health needs of refugees and migrants.

# Making a difference through community research

## Ensuring dignity and access to healthy food in Oxford

Healthwatch Oxfordshire has been committed to community research for over seven years, helping empower communities to achieve the change they want. Here is one example of how this approach has made a real difference.

### What did we do?

This year saw the culmination of our support for community researchers Hassan Sabrie and Mujahid Hamidi, of Oxford Community Action (OCA).

Hassan and Mujahid focused on the impact of cost of living on people using emergency food services in the OX4 area of Oxford. Working together with community food support services OX4 Food Crew, including Oxford Mutual Aid and Waste2Taste, Hassan and Mujahid heard from **166** people.



Supported by Healthwatch Oxfordshire, Hassan and Mujahid produced a report and film to powerfully capture people's experiences and ideas for solutions, which included:

- Better system support for managing the cost of living
- Food growing
- Improved access to culturally appropriate, healthy, affordable food.

"Knowing I can receive cooked meals twice a week has relieved some of my worry, bills and burden."



### What difference has this made?

Actions identified from the research were realised through OX4 Food Crew's energy for practical solutions – with ongoing support from Healthwatch Oxfordshire. Tangible actions have included:

- An event was held sharing the research with more than **50** community members and decision-makers to look at next steps
- **700** leaflets about cost-of-living support were given to food service users
- Weekly advice sessions are now running at OCA
- A 'social supermarket' has been set up to help promote dignity and choice
- A community allotment has been established.

Hassan and Mujahid took part in the NHS England Community Participatory Action Research (CPAR2) programme 2024-25, with additional support provided by Reading University and the Scottish Community Development Centre.

## Making a difference through community research

“It was really helpful to have Healthwatch Oxfordshire with the know-how and confidence with doing research and understanding the system – paired with having that trust and respect for community and community leadership.”

OX4 Food Crew member



### Sharing lessons learned

With Healthwatch Oxfordshire’s support, Hassan, Mujahid and OX4 Food Crew partners shared their findings locally and nationally at:

- CPAR2 South East community research showcase event in London
- Institute of Voluntary Action Research webinar on working with communities as equal partners
- Thames Valley National Institute for Health and Care Research event
- Marmalade, an Oxford-based social innovation and social justice festival.



### Continuing to support community research

This year we have also continued to support and inform the development of Oxfordshire’s Community Research Network. The network has adopted the following principles for ‘good community research’, which we identified based on what communities told us:

- Nothing about us without us
- Value lived experience and time
- Commit to action
- Be open, transparent and accountable

We also co-wrote an article on community research, which was published nationally in Public Sector Executive and The Local Government Chronicle, sharing the lessons learned from our work capturing views on community research and the development of the county’s network.

Our reports on community research, and Hassan and Mujahid’s report and film, are all on our website [www.healthwatchoxfordshire.co.uk/reports](http://www.healthwatchoxfordshire.co.uk/reports)

## Other work this year

### Spring

We held our first **webinar** of the year, focusing on the new Pharmacy First service. Over the year we held **7** webinars attended by **223** people on topics ranging from men's health to mental health support for young people.

We contributed real life stories of people's experiences of **travelling to health care** to Oxfordshire County Council's first Citizens' Assembly, which is looking at how the county's transport system could be improved.

### Autumn

### Summer

We continued a busy programme of **outreach** visits, speaking to **744** people about their health and care. We attended events ranging from community prayers at Banbury Mosque to **7** play days across the county.

We produced a leaflet for parents and carers of children with a special educational need or disability on how to look after their **children's teeth**. This follows our report in July about oral health support for children.

### Winter

To watch our webinars, see [www.healthwatchoxfordshire.co.uk/news-and-events/webinars](http://www.healthwatchoxfordshire.co.uk/news-and-events/webinars) and get in touch if you'd like a copy of our oral health leaflet.

## Supporting Patient Participation Groups

This year we continued to support Oxfordshire's Patient Participation Groups (PPGs) by sharing news and information and creating opportunities for PPG members to engage with health and care providers and commissioners.

We attended **15** PPG meetings to offer support and advice, and helped a group of PPGs run a workshop for more than **50** patients on the new 10 Year Health Plan for England. We also ran a webinar to hear about PPG views on the 'digital shift' plans for the NHS, and shared this feedback with the national consultation team.

In July 2024, we published a report capturing the views of **78** PPG members about what support they would like. This led us to find ways to enable closer engagement with PPGs and health commissioners. See **page 17** for more details on this.

Towards the end of the year we worked with PPGs to make a film showcasing patient engagement work in practices across the county. You can watch this at [www.healthwatchoxfordshire.co.uk/our-work/our-videos](http://www.healthwatchoxfordshire.co.uk/our-work/our-videos)





## Working together for change

This year, we have worked together with Healthwatch Bucks, Reading, West Berks and Wokingham to bring what we are hearing to the attention of Buckinghamshire, Oxfordshire and Berkshire West Integrated Care Board (BOB ICB). This year our collaborative work includes:

### Helping patient groups link with decision-makers



We developed a survey to hear from Patient Participation Groups, which we shared with Healthwatch Bucks to use. PPGs in both counties said they would like better links with decision-makers, so we worked with Healthwatch Bucks to support BOB ICB to create dedicated interactive pages on their engagement website. This will enable PPGs in Oxfordshire and in Buckinghamshire to connect, share ideas and good practice, and to have a clearer link with both BOB ICB and their local Healthwatch.

### Sharing work to reach out to communities



Last year we worked with Healthwatch Bucks and Healthwatch Reading to secure funds and complete a joint report to BOB ICB on oral health in under 10s. A key part of this project was working with community connector volunteers to hear from parents and carers living in our priority areas of health inequality. We created a training video and resources to highlight our insight from working with community connectors, which we shared at NHS England workshops and with the wider Healthwatch network.

“Recruiting community connectors to undertake conversations with parents from targeted groups really paid off... in particular being able to hear experiences that wouldn’t have been shared with an outsider.”

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Healthwatch England

### Challenging commissioners together



Together with Healthwatch Bucks, we published and posed questions on key issues, particularly public engagement and co-production, to BOB ICB Board meetings during the year.

# Advice and information

People in Oxfordshire can contact us by phone, email or via our website for information and advice about local health and social care services. This helps them to get the right support – whether this is how to find an NHS dentist, register with a GP or make a complaint.

This year we've helped **344** people by:

- Providing up-to-date information about local health and care services
- Linking people to reliable information they can trust
- Helping them to access the services they need.

We have also continued to promote and provide accessible, reliable and up-to-date health and care information and advice via our website, social media platforms, leaflets and a range of other communication channels. Our website offers a tool for translating text, and we also provide links to translated and Easy Read leaflets and materials.



## Making access to GP care easier

**We distributed more than 2,600 copies of our updated Access to Health cards to organisations supporting vulnerable people.**

The cards set out people's rights to accessing treatment and registering with a GP practice. They also highlight people's right to free interpreting support.

We distributed the cards to organisations including Asylum Welcome, Refugee Resource and Aspire Oxford, as well as to Luther Street Medical Centre, which provides healthcare to people experiencing homelessness in Oxford city.

"These cards are really important to our patients. They are a really simple, easy to carry and clear reminder of their rights when it comes to registering and receiving care from a GP practice."

**Louise Daly, Luther Street Practice Manager**



## Explaining how to get the GP care you need

**We worked with Oxford City Council's Community Champions team to create a new animation which explains the role of GP receptionists.**

The video explains how receptionists work to ensure people get the right care. The Community Champions programme was set up to tackle health inequalities through community-driven engagement.

We have since worked with the Champions again to produce a short film explaining the interpretation services which are available at GP practices and how people can give feedback to surgeries.

"Healthwatch Oxfordshire has been a vital partner in this project. Their collaboration has been key to ensuring this video truly reflects the needs and experiences of the people we aim to support."

**Fatou Badjie Ceesay, Community Champions Programme Coordinator**



Please get in touch if you would like copies of our Access to Health card, and you can watch the animation and film on our website at [www.healthwatchoxfordshire.co.uk/our-work/our-videos](http://www.healthwatchoxfordshire.co.uk/our-work/our-videos)



# Showcasing volunteer impact

**We are supported by a team of amazing volunteers who give their time to help support and steer our work.**

## **This year, our volunteers:**

- Joined us on community outreach at events across the county to speak to people about their experiences of using local health and social care services
- Carried out Enter and View visits to local health and care services to collect information about what works well and what could be better to help improve people's experiences.

We have seven volunteer Trustees on our Board who bring experience and expertise to support our work and governance. We are also supported by two volunteer Ambassadors who attend the Oxfordshire Children's Trust Board and Oxfordshire Health Improvement Board meetings on our behalf.

Thank you so much to our volunteers for all their help and support.





# Showcasing volunteer impact

## Our volunteers are at the heart of what we do

I've been a Trustee with Healthwatch Oxfordshire for two years, and it's been a truly rewarding experience. Being part of a team that listens to the voices of the community and works to influence change in health and social care is both humbling and inspiring.

One of the most fulfilling aspects of the role is seeing how Healthwatch Oxfordshire champions the views of those who are often unheard, ensuring they have a platform. Our seldom-heard communities and individuals are often more vulnerable to health and social care challenges due to barriers in accessing information, services or support. The staff and volunteers have a remarkable ability to connect with people from all walks of life through their outreach work – building trust, encouraging open, and honest conversations, and feeding insights back to health and care providers.

**Emily, Trustee and Vice Chair**



The Enter and View visits we make are a chance to 'look and see' what is happening in a health or care service on a particular day. During a visit we work in a confidential and non-judgemental way to gain valuable insights into what is happening at 'grass roots level'. We then ensure the voices of patients and staff are heard by reporting on our findings and making suggestions for improvements. This hopefully makes a difference to patients and their families as well as employees.

I have also helped out on promotional stands in community hospitals to inform the public about how our charity works and encourage people to share their stories of the health and care they have received.

**Diana, Enter and View and outreach volunteer**



### Want to get involved?

Please get in touch if you'd like to find out more about becoming a volunteer with us!



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



01865 520520



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

# Finance and future priorities

To help us carry out our work, we receive funding from our local authority under the Health and Social Care Act 2012.

Income 2024-25		Expenditure 2024-25	
Funding from Oxfordshire County Council	£290,833	Staff costs	250,625
Additional income	£56,000	Non-staff costs	88,134
		Office costs	6,048
<b>Total income</b>	<b>£346,833</b>	<b>Total Expenditure</b>	<b>£344,807</b>

Please note these figures may be subject to minor amendments as they are yet to be verified by an independent examination.

The additional income received enabled us to deliver a small number of projects in line with our charitable objectives as follows.

Funding	Amount
Buckinghamshire, Oxfordshire and Berkshire West Integrated Care Board (BOB ICB) funding to support engagement in health and care, and feed back Oxfordshire voices into BOB ICB.	£50,000
Oxford City Council for the Wood Farm community insight profile work, commissioned by Oxfordshire County Council.	£5,000
Healthwatch England for a project listening to trans and gender diverse communities in Oxfordshire. We will report on this in 2025.	£1,000
<b>Total</b>	<b>£56,000</b>

**Our priorities for 2025-26 build on what we have heard from members of the public, including via our information service, Feedback Centre, research, outreach and a priority setting survey – as well as responding to the rapidly changing health and social care landscape.**

**Our priorities for the year are to:**

- ✓ Continue to gather feedback on secondary, primary and social care services, including a focus on integrated work at neighbourhood level, digital access, and hearing from young people.
- ✓ Continue to focus on hearing insights and experiences on health and care where inequalities are experienced, using a variety of approaches, including community research.

For more details about our priorities for the year, and how we set these, see [www.healthwatchoxfordshire.co.uk/about-us/our-priorities](http://www.healthwatchoxfordshire.co.uk/about-us/our-priorities)

# Statutory statements

Healthwatch Oxfordshire, Office F20, Elmfield House, New Yatt Road, Witney, OX28 1GT.

Healthwatch Oxfordshire uses the Healthwatch Trademark when undertaking our statutory activities as covered by the licence agreement.

## The way we work

### Involvement of volunteers in our governance and decision-making

Our Board of seven members work on a voluntary basis to provide direction, oversight and scrutiny of our activities. The Board met four times and held four online open forum meetings to enable members of the public to hear about our work and share their views.

Each year we reach out to the public both online and face-to-face, as well as working with Board members, to help inform our focus and set our priorities for the coming year.

### Ways we seek people's experiences

We continue to develop the approaches we use to ensure that as many people as possible can tell us about the health and care services they use. This year, **921** people contacted us by phone, email and via our online Feedback Centre. We carried out focused insight gathering via online and paper surveys, and face-to-face conversations. We held seven webinars attended by **223** people.

We actively reach out to people on the streets across the county to listen to their experiences of health and care. We attended events and community-based groups in Banbury, Witney, Carterton and Brize Norton, Wantage, Didcot, Abingdon, Thame and Oxford, among others. We continued to visit health and care settings, making **11** Enter and View visits and publishing our recommendations in reports. We also attend Patient Participation Group meetings and take part in local and voluntary sector networks.

We proactively reached out to seldom heard communities, for example, we linked to asylum seekers and refugees in supported accommodation. We supported our community researchers to continue to focus on food insecurity in Oxford, and they shared their research widely. We heard from Oxford's Chinese elders' group, supported My Life My Choice to amplify voices of adults with learning disabilities and distributed **2,600** copies of our redesigned Access to Health cards to support people with accessing GP care and interpreters. We continued to build links and relationships with community groups in Oxfordshire's priority areas of health inequality and actively supported the development of Oxfordshire's Marmot Place with its focus on health inequality.

All our research reports are available in Easy Read summaries. We have provision for translation of text on our website and provide links to translated resources. We ensure our Annual Impact Report is shared widely to the public, voluntary sector and statutory groups and it is published on our website at [www.healthwatchoxfordshire.co.uk](http://www.healthwatchoxfordshire.co.uk) with an Easy Read and text summary.



# Statutory statements

## Responses to recommendations

All Enter and View visit recommendations were responded to by providers. There were no issues or recommendations escalated by us to Healthwatch England Committee, so no resulting reviews or investigations.

## Taking people's experiences to decision-makers

We actively seek ways in which we can ensure people who make decisions about health and care hear the insight and experiences that have been shared with us by the public. We promote opportunities for people to contribute to decision-making and strategy. All our webinars enable the public to link up with decision-makers directly and to ask questions. This year we also ran an additional webinar attended by **27** members of the public, enabling them to contribute views to the NHS 10 Year Plan consultation by central government.

We presented on community research and patient engagement to decision-makers in forums, such as NIHR Applied Research Collaboration Thames Valley showcase event, and at a webinar hosted by Oxford Brookes University Institute of Public Care. Our Executive Director contributed to a meeting with Healthwatch representatives and Dr Penny Dash to support a government review of Patient Safety (Dash Review).

We take what we hear to key committees, including Oxfordshire Health and Wellbeing Board, Oxfordshire Joint Health Overview and Scrutiny Committee and Oxfordshire Place Based Partnership. All our reports are shared with Healthwatch England and Enter and View reports with the Care Quality Commission.

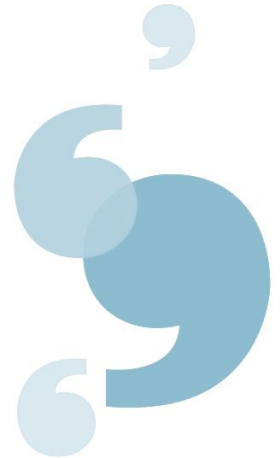
This year we developed a new section on our website at [www.healthwatchoxfordshire.co.uk/impact](http://www.healthwatchoxfordshire.co.uk/impact) to demonstrate the change from our focused work, highlighting the value of people sharing their views.

We work with the five other Healthwatch organisations across the Buckinghamshire, Oxfordshire and Berkshire West Integrated Care Board (BOB ICB) area to bring collective voice to committees, including BOB ICB Health Overview Scrutiny and Quality Committees. See **page 17** for more details on our work with other Healthwatch organisations.

## Healthwatch Oxfordshire representatives

In 2024-25 Healthwatch Oxfordshire was represented on the Oxfordshire Health and Wellbeing Board by our Executive Director Dr Veronica Barry and our Chair Don O'Neal. Trustee Sylvia Buckingham attends the Buckinghamshire, Oxfordshire and Berkshire West Integrated Care Partnership (BOB ICP) on behalf of Healthwatch organisations across BOB ICB. Dr Barry also attended several committees and sub-groups of BOB ICB.

See **page 31** for details of other committees and meetings we have attended.



# Statutory statements

## Enter and view

This year we made **11** Enter and View visits and published **13** reports (including three on visits made the previous year). All reports, which give details of the recommendations we made to providers and their responses, can be read at [www.healthwatchoxfordshire.co.uk/our-work/enter-and-view](http://www.healthwatchoxfordshire.co.uk/our-work/enter-and-view)

This table gives examples of changes to services which have been made as a result of our Enter and View activity to help improve people's experiences.

Provider	Example of our recommendation	Example of action taken by provider
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### Visits made in 2023-24

<b>Alma Barn Lodge Care Home, Didcot</b>	Improve the quality of the laundry service and reduce the time taken to wash clothes.	<b>Provider response:</b> We now have two housekeepers per day, and the laundry has improved immensely, with people receiving their clean laundry in a timelier manner.
<b>Health Visitor Services at The Bluebell Centre, Didcot (OH)</b>	Provide information on how patients can access interpreters.	<b>Provider response:</b> A poster will be displayed explaining how to access interpreters and translated information.
<b>The Surgical Emergency Unit at The John Radcliffe Hospital (OUH)</b>	Reorganise the waiting room to optimise space and create a more comfortable environment.	<b>Provider response:</b> We have reviewed the seating and requested a quote for new, more comfortable seating.

### Visits made in 2024-25

<b>The Ambulatory Care Unit at the Churchill Hospital (OUH)</b>	Explore the possible provision of a side room for patients to help with confidentiality.	<b>Provider response:</b> We have reminded all staff of the importance of maintaining confidentiality where feasible, and to encourage them to take patients to a quiet area if sensitive information is being discussed.
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# Statutory statements

## Enter and view

Provider	Example of our recommendation	Example of action taken by provider
The Oxford Eye Hospital at the John Radcliffe Hospital (OUH)	Provide clear information on how to give comments and feedback.	<b>Provider response:</b> We will improve information on how to give comments and feedback on our noticeboards and will add a suggestion box by reception.
The Outpatient Department at Wantage Community Hospital (OH)	Make water coolers available.	<b>Provider response:</b> New water coolers have been ordered and are due to be installed. <i>*At the time of our visit, a refurbishment project was being planned – our recommendations will be taken into account as part of this programme.</i>
Discharge Lounge at the John Radcliffe Hospital (OUH)	Ensure that all signs to the Discharge Lounge use consistent terminology and are clearly visible.	<b>Provider response:</b> Improved signage has been actioned and clearly directs all patients and visitors to the Discharge Lounge.
Emergency Multidisciplinary Unit at Abingdon Community Hospital (OH)	Repair the uneven floor on the corridor between the unit and the Xray department.	<b>Provider response:</b> A works request has been raised with estates team.
The White Horse Medical Practice at Faringdon	Clarify labelling and signage for the waiting areas so patients are clear where they should wait for their appointment.	<b>Provider response:</b> A new check-in screen now informs patients of their designated waiting room and waiting rooms have been labelled A/B/C for clear identification.
Boots Pharmacy, Oxford city centre	Provide signage for the hearing loop.	<b>Provider response:</b> We'll look to make our hearing loop signage more prominent.



# Statutory statements

## Enter and view

Provider	Example of our recommendation	Example of action taken by provider
<b>Ferendune Court Care Home, Faringdon</b>	Explore training opportunities with the Community Dental Services to support staff with oral health care.	<b>Provider response:</b> The home has previously trained staff with Oxfordshire Smiles but will see if further support can be provided.
<b>Freeland House and Lodge, near Witney</b>	The steps leading to the main garden require attention to their levelling for safety and accessibility.	<b>Provider response:</b> We have since added new concrete steps out towards the rear gardens.
<b>Hand and Plastic Injuries Clinic at the John Radcliffe Hospital (OUH)</b>	Consider whether additional staff computers are needed to enhance efficiency.	<b>Provider response:</b> We have requested three desk laptops to be installed at the clinic desk.

**OUH** – Oxford University Hospitals NHS Foundation Trust

**OH** – Oxford Health NHS Foundation Trust

## Research report outcomes

The table below shows some of the impact of our research. All our research reports can be read in full at [www.healthwatchoxfordshire.co.uk/reports](http://www.healthwatchoxfordshire.co.uk/reports)

Report	Impact and outcomes
<b>Health and wellbeing in Ambrosden, Arncott, Blackthorn, and Piddington</b>	This report highlighting the voices of rural residents has been used to inform and influence service planning by Cherwell District Council. It was discussed in depth at Oxfordshire Health and Planning Group, Cherwell Local Strategic Partnership, and other key committees. It helped highlight issues of rural inequality, including influencing a new focus on this under the 'Marmot' county approach.
<b>Patient Participation Groups in Oxfordshire</b>	As a result of this report, we worked with PPGs to produce a film showcasing examples of successful patient groups. We also supported Buckinghamshire, Oxfordshire and Berkshire West Integrated Care Board to create an online platform for Oxfordshire PPGs to connect and share views.

# Statutory statements

## Research report outcomes

Report	Impact and outcomes
<b>Supporting oral health in children in Oxfordshire</b>  (We also published a joint report on this with Healthwatch Bucks and Healthwatch Reading)	Locally, responses to these reports, published in July 2024, included commitment to improve access to general anaesthetic for special care child patients, improved communications and information on oral health for service users and better joined up work across providers. More widely, our learning was shared as an example of good practice in engagement and research by the NHS England Core20 Plus network and the Healthwatch England network. This highlighted the community connector approach we developed collaboratively with Healthwatch Bucks and Healthwatch Reading. As a result of the report, we also produced an information leaflet on oral health for parents and carers of children with SEND.
<b>People's experiences of eye care services in Oxfordshire</b>	In response to this report, Oxford University Hospitals NHS Foundation Trust (OUH) pledged to review wayfinding signs within the hospital for people with a visual impairment, letter templates for appointments, and scheduling for appointments.
<b>People's experiences of leaving hospital in Oxfordshire</b>	This report focused on the experiences of patients of new hospital discharge pathways to ensure patients return home with support as quickly as possible. Improvements as a result of the report include a new patient leaflet, a process for proactively following up with people who have recently left hospital, and training for health and care professionals to improve joined-up working. OUH identified discharge as one of its quality priorities for 2025-26, drawing directly on our recommendations about improved quality and continuity of care and communication with patients and unpaid carers.
<b>Your views on health and wellbeing in Wood Farm and Town Furze</b>	This work was commissioned by the Public Health Team at Oxfordshire County Council as part of an ongoing 'community profiles' programme to listen to communities in areas where residents are most likely to experience health inequalities. The Wood Farm Health and Wellbeing Partnership and Community Profile Steering Group will now work on implementing our recommendations.
<b>Hearing from men in Oxfordshire</b>	We presented this report to the Oxfordshire Men's Health Partnership where partners agreed to share it widely. We also sent it to local health and care decision-makers to help inform the delivery and development of services.

# Appendix 1 – reports published

## Research reports

- Hearing from men in Oxfordshire – March 2025
- \*Your views on health and wellbeing in Wood Farm – February 2025
- People's experiences of leaving hospital in Oxfordshire – November 2024
- People's experiences of eye care services in Oxfordshire – September 2024
- \*Supporting oral health in children in Oxfordshire – July 2024 (we also published a joint report on this subject with Healthwatch Bucks and Healthwatch Reading)
- Patient Participation Groups in Oxfordshire – July 2024
- Health and wellbeing in Ambrosden, Arncott, Blackthorn and Piddington – May 2024

\*These two reports were part-commissioned – see **page 22** for more details.

## Community research report

- What our community researchers heard about food and the cost-of-living impact on communities in OX4 – July 2024

## Feedback reports

- What you told us about GPs April 2024 – March 2025
- What we heard about pharmacies April 2024 – March 2025
- What you told us about hospitals August 2023 – July 2024

## Enter and View reports

- Hand and Plastic Injuries Clinic, John Radcliffe Hospital – April 2025
- Freeland House and Lodge, Witney – March 2025
- Ferendune Court Care Home, Faringdon – February 2025
- Boots Pharmacy, Oxford – February 2025
- The White Horse Medical Practice, Faringdon – December 2024
- Emergency Multidisciplinary Unit, Abingdon Community Hospital – November 2024
- Discharge Lounge, John Radcliffe Hospital – November 2024
- The Outpatient Department, Wantage Community Hospital – September 2024
- The Oxford Eye Hospital, John Radcliffe Hospital – September 2024
- The Ambulatory Care Unit, Churchill Hospital – September 2024
- The Surgical Emergency Unit, John Radcliffe Hospital – July 2024
- Health Visitor Services, The Bluebell Centre, Didcot – July 2024
- Alma Barn Lodge Care Home, Didcot – May 2024

## Annual report

- Healthwatch Oxfordshire Annual Impact Report 2023–2024

## Reports to external bodies

- Oxfordshire Joint Health Overview and Scrutiny Committee – April, June, September and November 2024, January and March 2025
- Oxfordshire Health Improvement Board – June, September and November 2024, February 2025
- Oxfordshire Health and Wellbeing Board – September and December 2024, March 2025

For a full list of all the meetings we attend, see **page 31**.

## Appendix 2 – reaching out

**Over the year we met with, heard from or worked with more than 50 groups and organisations. Examples include:**

- Active Oxfordshire
- African Families in the UK
- Age Friendly Banbury
- Age UK Oxfordshire
- Asian Women's Group, Banbury
- Aspire
- Asylum Welcome
- Banbury Mosque
- Banbury Royal Voluntary Service
- Barton, Cherwell, Cutteslowe and Rose Hill ladders
- Bullingdon Community Association
- Carers Oxfordshire
- Cherwell asylum seeker support group
- Community Dental Services
- Community First Oxfordshire
- Connect Health
- Date Palm
- Flo's – The Place in the Park
- Grimsbury and Hanwell Fields community centres in Banbury
- Homestart Oxfordshire
- Jigsaw
- Lived Experience Advisory Forum
- Mencap
- Men's Breakfast Club, Banbury
- My Life My Choice
- National Pensioners Convention
- Oxfordshire Community and Voluntary Action (OCVA)
- OX4 Food Crew
- Oxford Community Action
- Oxford Community Champions
- Oxford Hub
- Oxford Mutual Aid
- Oxfordshire Family Support Network
- Oxfordshire Mind
- Oxfordshire Parent Carers Forum
- Oxfordshire Play Association
- Oxfordshire Youth
- Refugee Resource
- Response
- Sanctuary Housing Association
- Seccombe Court Banbury
- SOHA housing
- South Oxfordshire Patients Association
- Stanbridge House Sheltered Scheme
- Sunrise Multicultural Project
- Sunshine Centre
- T(ART) Productions
- The Happy Place
- The Hill, Banbury
- Warm Spaces Grimsbury
- Waste2Taste
- Wood Farm Primary School
- Wood Farm Youth Club

**We also attended 36 community events across the county. Examples include:**

- Abingdon Health Fest
- Action for Deafness coffee morning
- Asian Women's Group at the Sunrise Multicultural Centre in Banbury
- Carers Oxfordshire coffee morning
- Didcot garden party
- Donnington Community Association coffee morning
- Friday prayers at Banbury Mosque
- Hanwell Fields Community Day
- Kidlington Gala Day
- National Smile Day event at Sunshine Centre in Banbury
- NHS Change workshop with Benson Millstream Surgery, Wallingford
- Medical Centre and Goring and Woodcote Health Centre
- Oxford Older People's Day
- The Oxford Sanctuary fair
- Play Days at Banbury, Berinsfield, Bicester, Didcot Eynsham and Witney
- Rhyme Time at Witney Library
- Rose Hill health promotion event
- SEND Together event
- Spring Fest at the Hill Community Centre, Banbury
- Stay and Play at Wantage Library
- Wantage Hospital Stakeholder Group
- Witney Pride
- Wood Farm health promotion event



## Appendix 3 – meetings attended

Over the year members of the team and trustees attended a range of meetings with groups, organisations and statutory bodies, including:

- Age Friendly Partnership meeting
- ARC Thames Valley showcase event
- Better Care Fund steering group
- \*Buckinghamshire, Oxfordshire and Berkshire West Integrated Care Board (BOB ICB) committees and meetings, including Prevention and Health Inequalities Group, Quality Group, HOSC and Population, Health and Patient Experience Committee
- BOB VCSE Alliance meeting
- CPAR South East showcase event
- Good Food Oxfordshire countywide steering group
- Health and Wellbeing Partnership meetings for Barton, Blackbird Leys, Rosehill and Littlemore and Wood Farm
- Healthwatch Bucks, Reading, West Berks and Wokingham
- Healthwatch England South Central network
- ICS Inequalities Improvement Framework launch event
- Institute of Public Care, Oxford Brookes University
- Cowley Road Keystone mental health hub and café launch
- Marmot Place launch for Oxfordshire
- MPs Anneliese Dodds and Charlie Maynard
- NHS East of England Communities of Improvement
- Oxfordshire Community and Voluntary Action Community of Practice
- Oxford Health NHS Foundation Trust Patient and Carer Race Equality Framework
- Oxfordshire Civilian Military Partnership
- Oxfordshire Community Research Network and OPEN Project Advisory Group
- Oxfordshire County Council Advisory Group for Travel and Transport Citizens Panel, and co-production board
- Oxfordshire GP Alliance
- Oxfordshire Health Improvement Board
- Oxfordshire Joint Health Overview and Scrutiny Committee
- Oxfordshire Maternity and Neonatal Voices Partnership
- Oxfordshire Men's Health Partnership
- Oxfordshire Mental Health Partnership and Prevention Concordat Partnership
- Oxfordshire Place Based Partnership
- Oxfordshire Prevention and Health Inequalities Forum
- Oxfordshire On the Move
- Oxfordshire System Urgent Care Delivery Group
- Oxford University Hospitals NHS Foundation Trust (OUH) Annual General Meeting, Council of Governors, Patient and Family Carer Experience Forum and Patient Safety Incident Response Framework meeting
- Thames Valley Pharmacy
- Warneford Hospital redevelopment meeting
- Well Together and CDHO programme evaluation steering group
- West Oxfordshire Health and Wellbeing Alliance

\*Joint representation with other Healthwatch organisations in the BOB ICB area.

**Contact us for information,  
support and your views on NHS  
health and care services:**

Qeynta in xog lagaa cawiyo  
Kwa habari, msaada na sauti yako juu  
ya afya na utunzaji  
karik hakarak informasaun ka suporta  
ka hakarak hato'o hanoin ruma kona  
ba ajuda saude nian

هيلث ووتش للحصول على المعلومات والدعم وحاجتك  
للصحة والرعاية

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