healthwatch
Oxfordshire

Our Mission: "To be recognised as an efficient and independent health and social care champion for all people in Oxfordshire"

Healthwatch Oxfordshire Annual Report 2013/14

A message from the first Chair of Healthwatch Oxfordshire

Healthwatch Oxfordshire was set up on 1st April 2013 as part of a national network of regional bodies operating under the banner of Healthwatch England. This national consumer champion aims to ensure that the voice of the public is heard by those who commission, deliver and regulate health and social care services in the UK.

Much work goes into the creation of any new organisation and it has certainly been a busy first year and not without its challenges - the full board was only in place in October and funding beyond March 2014 was not secured until mid-December. Nevertheless it is with considerable pride that I can say that we have made a great start, with the five staff and ten unpaid Board Members highly committed to working together to establish a strong team here at Healthwatch Oxfordshire.

It is important to recognise the key role played by Oxfordshire Rural Community Council, and in particular the former Chief Executive Linda Watson, in helping to establish the new organisation, coordinating an independent election process and electing the first board members. Whilst the grant for the delivery of Healthwatch Oxfordshire was awarded to ORCC for the first year, a new Community Interest Company was established in November 2013 to take over the running of the organisation from 1st April 2014 for the next two years and beyond.

We have identified our first four priorities which are: encouraging whistleblowing where there is evidence of poor professional standards or malpractice; increasing the number of relatives' groups supporting residential care homes; reducing the number of inadequate 15 minute home care visits; and in gathering the facts on patient access to their GPs in Oxfordshire.

Furthermore a Project Fund has been established to provide a source of funding and support to service users and carers' groups, encouraging them to initiate grass-roots projects, undertake surveys and produce recommendations and reports documenting their experiences of health and social care. These will help inform future strategies and practical action at community level. In particular the focus is on working with local groups whose voice is seldom heard, including parents of adult children with learning difficulties or challenging behaviour, profoundly deaf people and Asian women.

What I find so encouraging is that Healthwatch Oxfordshire is increasingly being recognised both as a reliable source of information and also as an effective and independent champion, not afraid of challenging the status quo, or tackling head-on some of the difficult health and social care issues facing people living in Oxfordshire.

Larry Sanders
First Chair of Healthwatch Oxfordshire 2013/14

A year of progress

Having been appointed as Interim Chief Executive at Healthwatch Oxfordshire in November 2013, I took up the post replacing Rosalind Pearce who stood down due to personal circumstances after only four months in the role. However I would like to begin by thanking Rosalind for the solid foundations she laid and her hard work has undoubtedly helped the organisation get off to a flying start. Healthwatch Oxfordshire set four operational priorities in November 2013, (see pages 6-7), which have provided an important initial focus for our work and they are already beginning to bear fruit, allowing us to achieve so much in a relatively short space of time.

One of these programme priorities focused on the practice of 15 minute visits in home or domiciliary care for people living in the community who require additional support. Concerns had been raised about the inadequacy of such short visits to meet the personal care needs of people being visited. Healthwatch Oxfordshire's work on this issue led Oxfordshire County Council to allocate an additional £800k to do away with 15 minute visits for personal care, illustrating how effectively Healthwatch Oxfordshire can directly influence the opinions and decisions taken by commissioners of services.

In September we launched a Project Fund to enable the views and opinions of different groups of people across Oxfordshire using social and health care services to be heard, often for the first time. Having approved the first round of funding applications, a series of projects got underway in November and December, ranging from assessing young people's perceptions of the information available about mental health support services to researching the underlying communication difficulties for deaf people using health and social care services. Reports arising from these first projects are due to be published in June 2014 (see pages 8-9) and the results are intended to highlight good practice and identify recommendations for commissioners and providers of services regarding how improvements can be made for the future.

During the last year we have sought to raise the profile of Healthwatch Oxfordshire, building public awareness through events and media relations activity of the organisation's important public-facing role. In the year ahead we plan to extend our work around the four strategic priorities set in 2013-14 including publication of the report on GPs; holding a conference on whistleblowing; extending our research on dignity in care homes and commissioning further research into the state of domiciliary care in Oxfordshire.

Further applications to the Project Fund are encouraged from community partners, to provide us with evidence-based research. Project reports will be widely disseminated and promoted to decision makers to influence future practice. Our objective is to build on and strengthen links with the voluntary and community sector, to gather and promote the views of people in Oxfordshire, and establish a network of volunteers throughout Oxfordshire who will be able to develop the reach and influence of the organisation.

David Roulston
Interim CEO
Healthwatch Oxfordshire

Our priorities

During 2013 the Healthwatch Oxfordshire Board identified four key priorities based on concerns that were being raised locally and nationally about health and social care issues, including: improving patients' access to their GPs; setting up representative groups for relatives of residents in care homes; encouraging responsible whistleblowing and tackling the inadequacy of 15 minute visits in domiciliary care settings. Action plans were put in place to examine these issues and to explore the changes required to deliver better health and social care outcomes.

Access to General Practitioners

Many people have voiced concerns about their experiences of trying to book GP appointments and, to understand the bigger picture, Healthwatch Oxfordshire commissioned a wide-ranging survey, working in partnership with the Patients Association. We wanted to explore the kinds of problems people encounter while trying to get an appointment with their local GP, how satisfied they were with the service they received and what ideas they had for improvements.

The survey was launched at the end of January 2014 and was available online through our website and in hard copy format. Additional support was offered through a telephone helpline for those wanting to complete the survey at home. Our team and a volunteer from the Patients Association attended GP surgeries across Oxfordshire, children's centres and public engagement events to collect information

through face-to-face interviews. Publicity about the survey was widely distributed and supported by all agencies and partners organisations and a total of 834 people responded to the survey.

Healthwatch Oxfordshire is grateful to everyone who participated in the survey. The results are currently being analysed and will be released in June 2014, providing useful intelligence for GPs, service providers, commissioners and Healthwatch Oxfordshire in considering priorities for improvement.

Setting up representative groups for relatives of residents in care homes

Care homes look after some of the most vulnerable people in society. Yet one of the most difficult issues that relatives face is not knowing what to do if they have cause for concern. Healthwatch Oxfordshire believes that establishing a two-way forum will offer relatives a way to share information and offer mutual support to one another, as well as communicate more effectively and openly with the management of the home.

Healthwatch Oxfordshire has started to work with residential care home providers and commissioners in Oxfordshire in its quest to highlight examples of good practice in establishing relatives and friends groups in care homes, and already four care homes in the county have responded to the call.

Encouraging whistleblowers to step forward

Time and time again we hear stories in health and social care settings where staff knew

something was wrong, but were either too afraid, or simply did not know how to draw attention to the problem. Sadly it often takes a tragedy or a press scandal to prompt questions about how such things could have happened.

Healthwatch Oxfordshire wants to raise awareness of the importance of whistleblowing and advocate the prevention, early intervention and positive outcomes that can be achieved for service users and staff through fostering a more open and transparent culture for sharing concerns that allows people to speak out safely.

Whistleblowing can have a devastating impact on whistleblowers and their families and we urgently need to encourage greater awareness in health and social care settings, so that organisations know how to respond supportively when people raise legitimate concerns.

To highlight the issues around whistleblowing, Healthwatch Oxfordshire is organising a conference in autumn 2014 for providers of health and social care services. It aims to explore this sensitive subject and identify what can be done to encourage local services to enable their staff to speak out safely and foster best practice.

15 minute visits in domiciliary care

In October 2011 the United Kingdom Home Care Association (UKHCA) provided evidence to the Parliamentary Health Select Committee which showed that Oxfordshire generally had shorter home care visits with a high proportion of 15 minute visits than the national average. In response Oxfordshire County Council completed an internal report into this issue which revealed

that 33% of all visits were planned to be less than 20 minutes.

The practice of 15 minute visits has been criticised by a range of commentators including the Equality and Human Rights Commission in their report published in December 2011: 'Close to home: What rights older people get when they get care at home'. Among the report's conclusions was that:

'The resources allocated through local authority commissioning were often not enough to deliver the amount and quality of home care required in their contracts. As a result, older people had 15-minute visits, from care workers who were rushed and unable to finish the tasks that were allocated for each visit.'

Following the concerns raised by Healthwatch Oxfordshire, Oxfordshire County Council announced in February 2014 that an additional £800k had been allocated to end 15 minute visits for personal care. A project group has been established to monitor progress on this stated ambition by the County Council and whilst the scope of the project is still being planned, it is envisaged that this research will move forward in partnership with service users, Oxfordshire County Council, service providers and home support workers.

Hearing from the front line - Project Fund support

Healthwatch Oxfordshire launched its Project Fund in September 2013 to better understand the experiences and needs of people in the county and to identify good practice and highlight areas for improvement in local health and social care services provisions. Healthwatch Oxfordshire actively supported the development of applications and proposals from frontline projects, including from 'seldom heard' groups.

Successful applications and projects funded were:

Oxfordshire Family Support Network who were awarded £2,980 to research the health service experiences of people with learning disabilities and their families.

£2,980

Oxford Asian Women's Project who were awarded £4,750 to research the health and social care experiences of Asian women in Oxford, with a focus on GPs, mental health and domiciliary care.

£4,750

"These research projects will significantly add to Healthwatch Oxfordshire's knowledge base about what people need to access health and social care provision as easily as possible. Working with community organisations in this way will help us to shape and improve services for the future."

David Roulston Interim CEO of Healthwatch Oxfordshire

"We are delighted that we have been given a grant by Healthwatch Oxfordshire to enable us to carry out a study of the support, advice and information needs of people with learning disabilities and mental health needs, as well as their families. Coping with these challenges can be very stressful for families and our aim, through this scoping study, is to gain a better understanding of the support and practical help needed to make the whole experience less stressful."

Jan Sunman, Oxfordshire Family Support Network

Oxford Mental Health Forum who were awarded £1,000 to research young people's perception of the information about mental health support services available to them.

£1,000

Community Glue who were awarded £2,755 to provide information and gather perspectives from a range of organisations about the introduction of 'Personal Health Budgets', based on the personal experience of service users and carers and the evaluation of projects in other parts of the UK.

£2,755

Sign Lingual, a new Community Interest Company set up to work with Deaf people, who were awarded £3,550 to learn more about the experiences of Deaf People using Health and Social Care Services in Oxfordshire.

£3,550

My Life My Choice, a charitable self-advocacy organisation run by and for people with learning difficulties in Oxfordshire who were awarded £5,590 for their 'Every Voice Counts' project to find out more about the experiences of the members of their community in accessing GP services in particular.

£5,590

"In setting up the project fund we were keen to work with the voluntary sector and open up opportunities to hear from all communities about their experiences, and where and how improvements might be made. We have been very pleased with the range and diversity of projects that have applied to our fund in the six months since it was launched. We look forward to a series of interesting reports and recommendations which will help shape Healthwatch Oxfordshire priorities for the year ahead and beyond."

Vivienne Laurie, Chair of the Project Fund Subgroup for Healthwatch Oxfordshire

Working in partnership

Healthwatch Oxfordshire is actively working in partnership with other statutory and non-statutory organisations to make the best use of its resources and take advantage of some of the exciting opportunities available.

Oxford University students

Four students from Oxford University participating in the University's Student Consultancy Programme, surveyed 317 fellow students about their experiences of using local healthcare services. They analysed the research data and delivered a report to Healthwatch Oxfordshire in December 2013 highlighting the following issues:

- High usage of Accident and Emergency services.
- Problems of access to health care services experienced by international students.
- Variable experiences of mental health support services.

The results of the report have been shared with the University and Oxfordshire Clinical Commissioning Group and we have asked a group of students to interrogate this data further to provide more in-depth and qualitative information about the findings as well as looking for solution-focused recommendations. This team is due to report back in June 2014.

Oxford City Council

Healthwatch Oxfordshire supported Oxford City Council's Communities & Neighbourhood Team to undertake their Quality of Life survey amongst residents living in seven priority neighbourhoods: Barton, The Leys, Wood Farm, Cutteslowe, Northway, Rose Hill and Littlemore in Oxford. The survey asks residents to feedback their perspective on a variety of topics regarding themselves, their family, their priorities and their neighbourhood. Findings from this survey will help shape the work plans of community officers and community partners over the next two years.

Support Empower Advocate Promote (SEAP)

Kate Hill, Team manager says: "SEAP delivers the NHS Complaints Advocacy Service in Oxfordshire - a statutory service funded by Oxfordshire County Council. SEAP is very pleased to be working in partnership with Healthwatch Oxfordshire and together we have staged some highly successful events throughout the county. Most people we speak to have a positive experience of the NHS and so it is great to be able to signpost them to Healthwatch Oxfordshire, so that their praise can be duly recorded. We look forward to our continued collaboration and the opportunity to increase awareness of the services we both provide for local residents."

Hearsay!

The Hearsay! events were initiated by LINk (Oxfordshire Local Involvement Network), which was the predecessor of Healthwatch Oxfordshire, as a programme of engagement events aimed at establishing a dialogue between the bodies responsible for commissioning health and social services and the people benefiting from this provision.

What did we do?

At a Hearsay! event organised by Healthwatch Oxfordshire on 14th March 2014 an audience of carers, families and friends were encouraged to share their thoughts and experiences about the provision of social care services with representatives of the Adult Social Care Services team from Oxfordshire County Council. John Jackson, Director for Social and Community Services, gave an update about what the County Council had been doing since the last Hearsay! event and staff from Oxfordshire County Council and Oxfordshire Clinical Commissioning Group were on hand to both listen to and answer questions from the floor.

A shared stand hosted by Healthwatch Oxfordshire and SEAP at Oxford's Templars Square shopping centre.

What were the main issues raised?

- **Consistency** - People in care appreciate a familiar face and whenever change takes place, people would like this managed and communicated sensitively.

- **Monitoring, quality and training** - While maintaining high standards are vital, it should not take precedence over the delivery of care received.

- **Communication and information** - Information is powerful and provides choice and independence and people expect a transparent process highlighting eligibility criteria, assessment and benefits.

- **Independent living** – This is rated as a high priority and includes such issues as transport, access to information, local services and money management.

Healthwatch Oxfordshire is hugely committed to the Hearsay! initiative and will be working with the County Council to agree a series of actions in relation to the issues raised and ensuring that progress reports are communicated at future events. A full report is available on the Healthwatch Oxfordshire website: www.healthwatchoxfordshire.co.uk

Reaching out to the community

Healthwatch Oxfordshire's role depends on our understanding everyone's everyday experiences of using local health and social care services. So the more information we can gather from the people of Oxfordshire, the stronger our voice can be in championing the issues that need to be brought to public attention and influencing the quality of services that are delivered.

Where we have been working with you

- Housing Associations
- Access for All Forum
- Rotary Clubs
- Citizens' Advice Bureaux
- District Councils
- Luther Street Medical Centre
- RVS Banbury
- Family Information Fair
- Carers Matters event
- Patient Voice
- Good Neighbour Schemes
- Locality Groups
- Children's Centres
- Thame Community Market
- Chipping Norton Health event
- World Sight Day Health Bus
- Deaf Social evening
- Hearsay!
- Community Transport meeting
- Rural Talking Oxfordshire event

Case Study: Access to healthcare for deaf people

"In a room full of silent, but animated conversation, we were given a glimpse of what it felt like to be an observer rather than a participant."

Aimee Evans, Engagement Officer

In November, Aimee Evans and Carol Ball from Healthwatch Oxfordshire attended an event for deaf people hosted by Cherwell District Council and Sign Lingual UK, at which their presentation was communicated to the audience using sign language and which provided the opportunity for deaf people to talk about the difficulties they face in accessing health care. Evidently there are low levels of awareness about the problems faced by people with hearing problems in healthcare settings, accentuated by limited access to interpreters. Deaf people attending the meeting said they wanted "fair and equal access to services, the same quality as hearing people get."

Sign Lingual UK was encouraged to apply to the Healthwatch Oxfordshire Project Fund to investigate the issues further and following a successful application, funds were provided to undertake more research into the scale of the issue and to champion equal access for deaf people in Oxfordshire. The findings of the subsequent report will be published in June 2014.

Case Study: Luther Street Patient Participation Group

Luther Street Medical Centre is a unique service in Oxford established 28 years ago and which is open to anyone finding themselves homeless or vulnerably housed in the city who is not registered with another local surgery. Healthwatch Oxfordshire supports the surgery's Patient Participation Group, so patients can have a genuinely independent forum to raise comments, give thanks and offer suggestions for ways of improving the surgery that are recognised and acted upon.

"Luther Street Medical Centre is one-of-a-kind, dealing with the increasing number of homeless and vulnerable people living on the streets of Oxford. Healthwatch Oxfordshire has been supporting the surgery's patient participation group since day one, and has proved invaluable in our development. The group meets on a quarterly basis, and a representative from Healthwatch has attended each of our meetings, taking minutes, contributing valuable thoughts, and listening first-hand to the needs of this often forgotten section of society. Our group is client-led rather than surgery-driven, and the presence and support Healthwatch Oxfordshire has given has led to the continued credibility and effectiveness of the group."

Sheldon Gould, Luther Street Patient Participation Group facilitator

Information & advice

Healthwatch Oxfordshire aims to provide people with information about their options for health and social care services and to advise them about what to do when things go wrong. Pointing people towards providers and recording their experiences enables us to monitor services more effectively. Healthwatch Oxfordshire works closely with SEAP, the advocacy organisation that gives support to individuals who want to complain about NHS services.

Did you know that nebulisers (a machine to deliver asthma medication by turning it into a mist to be inhaled through a face mask) are not available on prescription for children?

No? Neither did Healthwatch Oxfordshire until we were contacted by a parent who was worried that she could not afford the necessary £150 to buy one for her child .

How did we help -
we were able to point the family in the direction of two charities who support families who have children with asthma by providing them with nebulisers.

Did you know how to register a concern about a service?

We had a caller asking how to complain about a hospital service and we were able to direct them to the Patient Advice and Liaison Service (PALS) at the hospital who would help them. We also gave them information about the free health complaints advocacy service provided in Oxfordshire by SEAP, whose advocates can help and support people making their complaint either by providing template letters or if they don't feel able to cope alone by offering one-to-one support throughout the process.

Call us: 01865 520520

Email us: hello@healthwatchoxfordshire.co.uk

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About Healthwatch Oxfordshire

In Oxfordshire the initial contract to run Healthwatch from 2013 – 2014 was awarded to Oxfordshire Rural Community Council, which had previously run the Local Involvement Network (LINk). The contract passed to EASI Healthwatch Community Interest Company, which was registered with Companies House to take responsibility for the running of Healthwatch Oxfordshire from 1st April 2014. A Community Interest Company (CIC) is able to employ its own staff and involve volunteers, so it can become the influential and effective voice of the public. It has a volunteer Board representing a range of expertise and experience. You can meet the whole board by turning to page 19 or logging on to our website: www.healthwatchoxfordshire.co.uk

The aim of Healthwatch Oxfordshire is to give individuals and communities a stronger voice to influence and challenge how health and social care services are provided within their locality. Anyone can become a member of Healthwatch Oxfordshire and receive regular newsletters and updates. Our current membership consists of **605** organisations and **695** Individuals. Healthwatch Oxfordshire has a seat on the local Health and Wellbeing Board, ensuring that the views and experiences of patients, carers and other service users are taken into account when local needs assessments and strategies are prepared, such as the Joint Strategic Needs Assessment (JSNA).

Healthwatch Oxfordshire plays an active role in promoting public health, health improvements and in tackling health inequalities, enabling people to share their views and concerns about their local health and social care services and understand that their contribution will help build a picture of where services are doing well and where they can be improved. The recommendations arising from Project Fund reports commissioned during the course of the year will be reported to the Health and Wellbeing Board in order to inform future commissioning and service delivery.

Healthwatch Oxfordshire aims to provide authoritative, evidence-based feedback to organisations responsible for commissioning or delivering local health and social care services and can help support commissioners to make sure that services really are designed to meet people's needs.

We use the Healthwatch trademark (which covers the logo and the Healthwatch brand) when undertaking statutory activities as covered by the licence agreement with the Care Quality Commission.

Working with Healthwatch England

Healthwatch Oxfordshire is one member of a network of 146 local organisations across England, whose role is about listening to and collecting the views of local people, so that these can supplied to key decision makers. Healthwatch England has a national role acting as a consumer champion and have initiated work on a number of areas supported by local Healthwatch organisations, including:

- Promoting consumer rights in health and social care.
- Setting up feedback and complaints systems working in the interests of consumers to deliver a quick and fair resolution when problems arise.

- Participating in a special inquiry to investigate what happens to people when they are discharged from hospitals, care homes and secure mental health settings. Healthwatch Oxfordshire's Chairman Larry Sanders will be serving as a member of the inquiry panel. We will be working closely with Healthwatch England to ensure that local people have a chance to contribute their views to this important inquiry.

The Care Quality Commission

The Care Quality Commission (CQC) is the statutory regulator for health and social care services in England. The CQC makes sure hospitals, care homes, dental and GP surgeries, and all other care services in England provide people with safe, effective, compassionate and high-quality care, and encourages them to make improvements.

Healthwatch Oxfordshire has the power to recommend to Healthwatch England to advise the CQC to undertake reviews or investigations or to independently ask CQC to undertake reviews or investigations.

Statutory powers

Healthwatch Oxfordshire has the power to 'enter and view' local services. Although these powers were not used in the last year, volunteers will be recruited and trained to undertake this activity in 2014-15 as required.

One of the other powers available to Healthwatch is to request information from commissioners and providers of health and social care services. During the year Healthwatch Oxfordshire made four requests for information all of which were responded to.

Oxfordshire Statistics

Population – **653,798**

122,240 under the age of 16

12.2% of children live in poverty

11.2% of older people live in deprivation

13.7% of adults have a long term illness or disability

9.4% of people provide more than 1 hour of unpaid care per week

Finance

Below is the summary of income and expenditure for Healthwatch Oxfordshire for 2013/14. Although the funding for local Healthwatch organisations comes directly from Central Government each local authority has to commission a local Healthwatch and ensure it operates effectively and provides value for money. The grants for local Healthwatch organisations are not ring fenced and decisions about the level of local funding are made by each local authority. Oxfordshire County Council provided a grant of £346,787 to fund Healthwatch Oxfordshire in 2013/14.

	Total 2013-14
Income – Oxfordshire County Council	346,787
Expenditure	
Staff costs (salaries, NIC, pension, payroll)	146,215
Support and back office costs (associated with delivery of service by Oxfordshire Rural Community Council)	22,702
Recruitment	11,043
Redundancy	16,158
Communications and PR	10,538
Staff and volunteer expenses	9,152
Offices	52,971
Telephones, printing, postage, stationery and professional costs	7,960
Project Fund	30,770
Training and conferences	2,303
Furniture and equipment	850
IT Licenses	338
Meetings (including launch event)	6,284
Transition costs (note transition costs covered the transition from LINk to Healthwatch Oxfordshire to include elections to the Board)	29,852
Total expenditure	347,137
Net surplus/(deficit)	(350)

Total Income received during 2013-14: £346,787.
Total expenditure during 2013-14: £347,137.

Facebook – **134** people like our site – 46% female/54% male

Twitter – **939** followers

www.healthwatchoxfordshire.co.uk

Meet the Staff

David Roulston
Interim Chief Executive of Healthwatch Oxfordshire

Carol Ball
Healthwatch Co-ordinator

Aimee Evans
Community Involvement Officer

Ben Mabbett
Communications Officer

Emma Nawrocki
Administrative Officer

Annie Davy
Project Fund Adviser

Meet the Board

Larry Sanders
Chair of the Board 2013/14

Jean Nunn-Price
Vice Chair of the Board

Anne Clilverd

Dermot Roaf

Janet Duncan

Jacqueline Pearce-Gervis

Jasminder Love

Johnny Latham

Richard Lohman

Vivienne Laurie

Who's who at Healthwatch Oxfordshire

"Healthwatch Oxfordshire is responsible for ensuring that the voices of patients, social service users and the public are heard; we can also have a real influence on decision-making about our local health and social care services by direct input to the NHS commissioners, the Oxfordshire Clinical Commissioning Group, the County Council and the Health and Well Being Board."

Jean Nunn-Price
Vice Chair, Healthwatch Oxfordshire

"I was invited to join the Healthwatch Oxfordshire Board because of my extensive experience of engagement and my knowledge and commitment to good governance, gained through my work with various voluntary roles across the county – both of which are crucial to the success of Healthwatch Oxfordshire."

Jasminder Love, Board Member

"Being part of Healthwatch Oxfordshire this year has been exciting, challenging and rewarding…. excited by the passion of the Board and the staff team to make a difference; challenged by the enormity of our task; rewarded by hearing people's stories about their experiences of health and social care and reminded that getting the small things right can often make all the difference."

Anne Clilverd, Board Member

"I enjoy the fact that I can make a difference - it's really important that people who are 'experts by experience' are listened to and their knowledge used to develop the services that they use."

Carol Ball, Healthwatch Co-ordinator

"Working for Healthwatch Oxfordshire, I have learnt so much about how the health service operates. There's lots more to learn though and I'm looking forward to developing this knowledge from listening to the experiences of local people."

Aimee Evans, Community Involvement Officer

"My role is to make the information about Healthwatch Oxfordshire available so that as many people as possible know about us. We are here to listen, so it's really important that people know what we do and how we do it."

Ben Mabbett, Communications Officer

We would like to thank all the staff that have been with us over the year but have since on moved on to other jobs including, Adrian Chant, Jess Drury, Rosalind Pearce, Nicky Robinson and Beth Weston. We wish them the very best in the future.

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Healthwatch Oxfordshire
This is the Annual Report for 2013-14 of Healthwatch Oxfordshire.

We are the publicly funded consumer champion for health and social care in Oxfordshire.

We are independent and have the statutory power to challenge providers and commissioners of services.

We are here to make sure your voice is heard.

Contact us:
Email: hello@healthwatchoxfordshire.co.uk
Telephone: 01865 520520
Website: www.healthwatchoxfordshire.co.uk
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Healthwatch Oxfordshire would like to thank the following groups and individuals for their support:

ORCC
HELPING COMMUNITIES
TO HELP THEMSELVES

se ap
Support Empower Advocate Promote

xfordshire Advocacy
getting heard