



A celebration of our work 2022-23

healthwatch
Oxfordshire

Welcome – thanks for coming!

Running order:

- Welcome and introductions by Sylvia Buckingham, the Chair of Healthwatch Oxfordshire 2022–23
- Overview of our work over the last year by Dr Veronica Barry, the Executive Director of Healthwatch Oxfordshire, and members of the team
- Questions and comments



About us

We are your local independent health and social care champion.

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

We can also help you to find reliable and trustworthy information and advice about local health services.

Our aims

- To support you to have your say
- To ensure all voices are heard
- To work together to improve services



Highlights from 2022-23

- ✓ **12,693** people shared their experiences of health and social care services with us, helping to raise awareness of issues and improve care.
- ✓ **335** people came to us for advice and information about local health services.
- ✓ **327** people submitted a review of their experience of using health and social care services via our Feedback Centre.
- ✓ We published **32** reports on people's experiences of health and social care and the improvements people would like to see.
- ✓ We employed a team of **7** members of staff, and **7** volunteers and **6** trustees kindly gave up their time to help support and steer our work.
- ✓ We received **£290,833** for our work from Oxfordshire County Council.

Listening to your experiences

Your views, and the views of everyone in Oxfordshire, are essential to help improve health and care services for all!

Research reports

- Leaving hospital with medicines
- Hearing from men in Carterton

Ways of making your voice heard

- Sharing the learning of our community research approach
- Holding Round Table events to bring together service providers and commissioners

All our research reports and our community research model are available at www.healthwatchoxfordshire.co.uk



How we've made a difference

We work to ensure that people's feedback on health and social care services is used to make a real difference.

Here are two examples of how sharing your views with us has helped to lead to change this year:

- Health check changes incorporated into new NHS Health Checks service
- Students learn from women's views on maternity care



Our Enter and View work

- What is an Enter and View visit?
- Our Enter and View work this year

During 2022–23 we

- ✓ Made **11** Enter and View visits
- ✓ Published **13** Enter and View reports



Recommendations from the visit can lead not only to improvements, but also to affirmation of a job well done

An Enter and View volunteer



Enter and View case study

Example of recommendations and actions following our visit to the **Renal Dialysis Unit at the Churchill Hospital**

Actions completed

- ✓ Provide information highlighting how patients can access an interpreter
- ✓ Review ward temperatures and monitor patient comfort and ways to alleviate cold
- ✓ Raise reliability of patient transport service with South Central Ambulance Service
- ✓ Declutter wards and corridors

Planned improvements

- ✓ Provide better signage on water coolers for visitors and carers
- ✓ Display details about how patients can give feedback and how Oxford University Hospitals (OUH) has responded to suggestions
- ✓ Reorganise information on display and ensure it is up-to-date
- ✓ Review signage from carpark and within unit

Hearing from you

Ways in which we hear your views include:

- Online via our Feedback Centre at www.healthwatchoxfordshire.co.uk/services
- Face-to-face via our community and hospital outreach visits
- Via Innovative new ways – such as working with **Oxfordshire Youth** to produce podcasts about issues important to young people.

See www.healthwatchoxfordshire.co.uk/our-work/our-podcasts

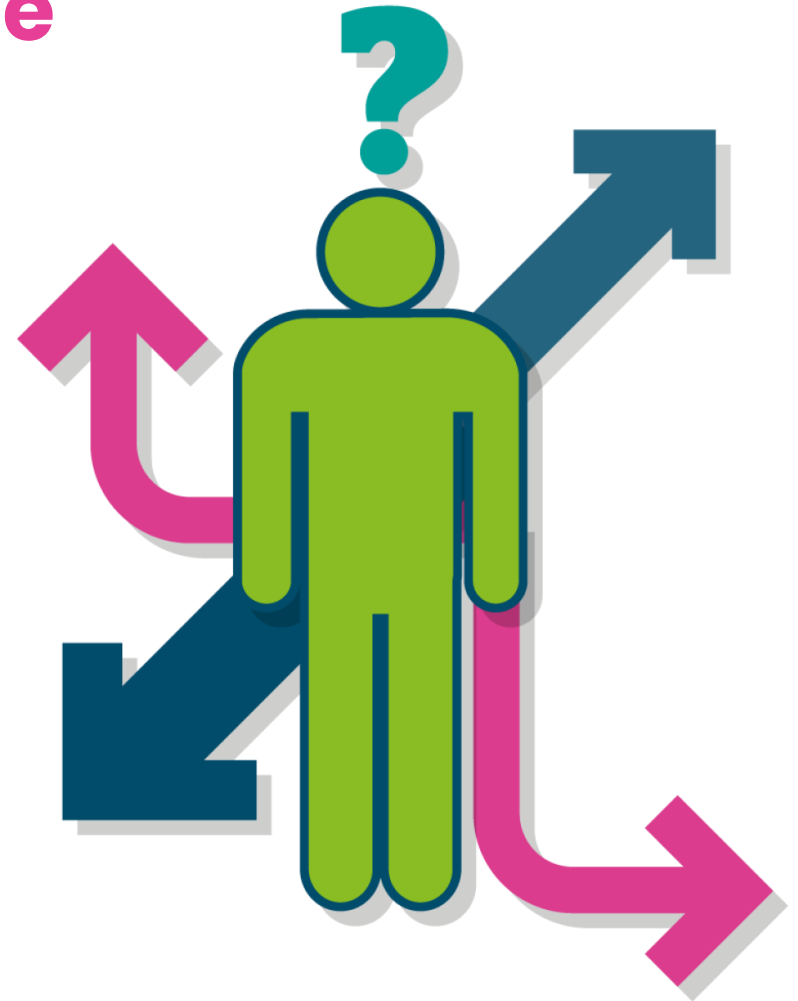


“Healthwatch Oxfordshire outreach visits provide valuable patient perspectives and feedback that contribute to service improvements.”

Professor Meghana Pandit, Chief Executive Officer at Oxford University Hospitals NHS Foundation Trust

Our signposting service

- People can contact us by phone, email for information and advice about local health and social care services.
- Whether it's finding an NHS dentist, registering with a GP or how to make a complaint – we are here to help!
- **Last year 335 people came to us for information or advice.**
- We also promote and provide accessible, reliable and up-to-date information and advice via our website, social media and other communication channels.



Patient engagement

We have continued to develop our work to support Patient Participation Groups (PPGs) across the county, via:

- Sharing regular news and good practice
- Attending **19** PPG meetings
- Supporting PPGs to re-establish or grow

We have also run a series of **6** patient webinars attended by **141** people on a range of topics ranging from contacting GP surgeries to changes to the organisation of health and care in the county.

Our work to support PPGs is funded by the Buckinghamshire, Oxfordshire and Berkshire West Integrated Care Board (ICB).



Our year ahead 2023-24



Welcome to our new Chair of Healthwatch Oxfordshire Don O' Neal

Our priorities for 2023-24

- ✓ We will continue to raise issues over access to all services with commissioners and individual providers
- ✓ We will challenge commissioners to involve patients and communities in the review, development and delivery of all services
- ✓ We will design and deliver a project on rural isolation
- ✓ Explore how we can raise our profile within seldom communities and identify their main concerns about accessing and experiences of health and care services. We will also continue to develop community research approaches to build relationships and ongoing dialogue with seldom heard communities.

Any Questions?

You can read our Annual Impact Report
2022-23 on our website

www.healthwatchoxfordshire.co.uk

Please contact us if you would like a copy,
summary or Easy Read version

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