

2022–2023

# Our Annual Impact Report

## Message from our Chair

We have worked hard over the last year to make a difference to the lives of local people during a time of change, both for Healthwatch Oxfordshire and in the provision of health and social care in the county.

We have reached out to communities across Oxfordshire and made sure the voices of people from all backgrounds are heard by those who commission and design services. Listening to the experiences of the public is all the more important at a time when the new Buckinghamshire, Oxfordshire and Berkshire West Integrated Care Board is establishing itself.

Our key focus continues to be on the people of Oxfordshire and on Oxfordshire as a place – its neighbourhoods and communities. We will always listen to their experiences of health and care and will ensure the voices of local people are heard by decision-makers.



**Sylvia Buckingham, Healthwatch Oxfordshire Chair**

## About us

We are the independent champion for people who use health and social care services in Oxfordshire. We work to make sure NHS leaders and other decision-makers hear your voice and use your feedback to improve services. We also help people find the information they need about health and social care services.

### We aim to:



**Support you to have your say**



**Ensure all voices are heard**



**Work together to improve services for all**

We have a team of **7** members of staff, and are supported by **7** volunteers and **6** Trustees. We received **£290,833** in funding from Oxfordshire County Council to help us carry out our work.

## Highlights of our year

- We heard from **12,693** people about their experiences of health and social care.
- **327** people left a review of using local health and social care services via the Feedback Centre on our website.
- We provided in-depth advice and information to **335** people.
- We published **32** reports based on our research, setting out what we heard and what improvements people would like to see to local services.



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## Our work

### Listening to you – community and hospital visits

**This year we were able to restart a programme of community and hospital outreach visits.**

We visited markets, shopping centres and attended a range of community events talking to **663** people about their experiences of health and social care services.

What we hear highlights what is working well and what could be better. We share what we hear with health providers and commissioners and common themes may also lead us on to do focused research.

We also visited the four hospitals run by Oxford University Hospitals NHS Foundation Trust (OUH) – the Churchill, Horton General, John Radcliffe and Nuffield Orthopaedic Centre. Over our four visits we spoke to **354** people, including patients, visitors and staff. We sent a report on what we heard to OUH which said it will use to make improvements.



### Round Table events on access to NHS dentistry and pharmacies

**Round Table discussions are one way we bring together stakeholders to reflect on findings from our reports and highlight areas for improved collaboration and planning.**

We held two Round Table events this year, one on pharmacies, based on our research report, and one on access to NHS dentistry, held in response to concerns we were hearing from the public.

This event highlighted challenges faced both by the public and the system around NHS dentistry provision, including finding NHS dentists in the county, the cost of treatments, and finding ongoing treatment after emergency care. A series of actions that could be introduced locally were agreed and we continue to monitor this issue.

### Improving awareness of hospital medicines helpline

**We were asked to help Oxford University Hospitals NHS Foundation Trust (OUH) gain insight into patient experience of its Patient Medicines Helpline.** This helpline provides support from a pharmacist to patients leaving hospital with medicines. We ran a survey and spoke to people about being discharged from hospital, and of using the helpline. We heard from **113** people.

A key finding highlighted that few respondents knew about the helpline. We also identified themes around the need for clear communication about medicines and discharge waiting times. OUH has pledged to promote its helpline and identify improvements to the discharge process.



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## Our work

### Hearing from men in Carterton and young people

We use different ways to ensure we hear from all communities across Oxfordshire, including those who don't usually have a say. This year we carried out two targeted projects to hear from **working men in Carterton and young people** to ensure their voices are included.

For our work in **Carterton** we linked in with Oxfordshire Men's Health Partnership #30Chats in 30 days initiative. We spoke to **31** men in the town – on the streets, shops and workplaces – having short but meaningful conversations, prompted by the question 'What makes it easy and what's hard about looking after your health in Carterton?'.  
To help hear the voices and views of young people on health issues that are important to them, we supported **Oxfordshire Youth** to produce three episodes of their podcast series *Are You Listening?* The topics for the podcasts were chosen by young people, who planned, researched and recorded the episodes themselves.

### Enter and View work

We have statutory powers 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. Based on what we see and hear, we highlight areas of good practice and recommend improvements to the service provider.

#### During 2022–23 we:

- Made **11** Enter and View visits to GP surgeries, pharmacies, a dental practice, a nursing home and an accident and emergency department, and we published **13** reports, including some on visits we made in the previous year.



### Some of our other work in 2022–23

- We developed our model of working based on our **community research** approach and shared our learning on this locally, regionally and nationally.
- We supported **Patient Participation Groups (PPGs)** across the county via a range of ways, including attending **19** PPG meetings over the year to support their development, sustainability and share good practice.
- We developed and ran a series of **6 patient webinars** on a range of health and care topics attended by **141** people.
- We published reports on '**People's experiences of visiting care homes in Oxfordshire since COVID-19 guidance changed**' and '**Getting your prescriptions**'.

## 2023-2024

# Future plans

## Our priorities for 2023-24

**Our priorities are based on what we have heard from the public and in response to the changing health and social care landscape. We will:**

- Continue to raise with commissioners and providers issues over access to services.
- Challenge commissioners to involve patients and communities in the review, development and delivery of services.
- Design and deliver a project on rural isolation focusing on digitally excluded individuals and communities.
- Explore with seldom heard communities how we can work with them to identify their main concerns over accessing and using health and care services. We will continue to develop community research approaches to help build relationships with seldom communities.



## Thank you to everyone who has helped us this year, including:

- Members of the public who shared 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 services in the county who have listened and responded to the voices of Oxfordshire residents.
- Our brilliant team of staff, volunteers and community researchers for all their hard work.

## Contact us

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