2017/18 at a glance

A busy year...

- The year 2017/18 was another busy one, which saw Healthwatch Oxfordshire hear from 3,000 people, and take on three new members of staff.
- We carried out two Town Projects, focusing on Bicester & OX4 (east Oxford) - two very different parts of the county.
- Our work in Bicester revealed concerns about a shortage of NHS dental services. This, in turn led to NHS England commissioning extra NHS dental services in the area.

The follow-up workshop in Bicester resulted in bringing together the organisations that can make changes and address issues raised by Healthwatch Oxfordshire’s report.

Getting the message across — media & communications

- January saw the launch of a new website - designed to be more visually appealing, easier to use, and easier to manage for staff.
- A key part of the new site is the Feedback Centre - this allows people to leave reviews of services they have used. More than 400 reviews were left by users in the first three months.

- This new website forms a key part of our role on listening to people's experiences and providing them with information about services.
- Healthwatch Oxfordshire enjoys an excellent working relationship with local media, speaking to journalists on a regular basis.
- This has resulted in more than 111 items of coverage in local press, radio and television during 2017/18

- Healthwatch Oxfordshire is seen as an authoritative source of comment on health and care issues

Supporting the voluntary sector

- Healthwatch Oxfordshire organised three voluntary sector forums; a total of 60 different voluntary groups have attended.
- Town events always include visits to voluntary sector groups
- We visited groups to hear from members
- We created a presentation to groups to raise Healthwatch Oxfordshire profile
- We created a web page for voluntary sector with event videos.
Diverse range of projects

- Healthwatch Oxfordshire re-launched its projects fund in February, to support local groups carry out their own research into health and care-related topics.
- Five projects were funded during the first part of the year.
- Reports from the projects we funded are due for publication in September and October.
- Healthwatch Oxfordshire carried out a survey on dentistry, to which there were 172 respondents.
- We made a video with the Luther Street Patient Participation Group, looking at its work with patients from the homeless community. This short film was funded by NHS England - Celebrating Excellence In Communication. Watch it at: https://youtu.be/3ZLJ_G-3QMw

Working with Patient Participation Groups

- 2017/18 was a year of transition for Patient Participation Group support
- October saw the start of the Healthwatch Oxfordshire’s contract to provide administration and communications support for Patient Participation Groups’ (PPGs) Locality Forums
- We conducted a baseline assessment and identified very early on that PPGs all work in different ways
- We assessed the support and development needs for PPGs and for GP Practices
- Much of the work carried out by Healthwatch Oxfordshire with PPGs is about sharing good practice
- Looking forward - the focus is on communications with PPGs

Looking to the year ahead...

- Enter and View - we will be visiting more places where health and care is delivered, to talk to the people who use the services, and those delivering it.
- We will be doing more work with young people to hear their views and experiences
- We will be recruiting more volunteers. Contact us to get involved.