28 September 2018

Dear Rosalind

Re: Healthwatch Oxfordshire Wantage Report September 2018

Thank you for sharing the Healthwatch Oxfordshire report on engagement in Wantage and Grove.

The timing of this report is very helpful and the content of great interest to the OCCG and to our system partners. At the Health Overview and Scrutiny Committee (HOSC) meeting on 20 September 2018 OCCG and Oxford Health Foundation Trust (OHFT) presented a paper on behalf of system partners that proposed an approach to planning for future population health and care needs.

The paper set out a proposed approach in the form of an emerging framework that will engage local communities in the planning for health and care services that will encourage integrated solutions and involves all our partners including NHS and local authorities. The HOSC was specifically asked about the community involvement and engagement aspects of the emerging framework, which will be presented to the Health and Wellbeing Board in November.

We have proposed starting this work in the South West of Oxfordshire which will include Wantage; the themes raised within your report will be considered and explored within that piece of work. We would like to work with you in our approach to this work and would value your input in the continued development of a framework approach that we might follow.

We note that in some cases you have quoted responses directly and that some of the statements you reflect the view that community member(s) hold about local health and care services. We feel that it is important to be clear when you are reflecting one individual’s views and when there is more of a consensus of opinion.
In terms of accuracy - there is a comment on p6 re: Legionella being more dangerous in those people aged over 45. However people over 45 (as well men, smokers, alcoholics, diabetics and those with cancer or chronic respiratory or kidney disease) are more at risk of contracting the disease rather than it being more dangerous.

Looking now at the report’s four recommendations we wish to make the following comments:

1. **Improved communication between OCCG and the people of Wantage about the expansion of the Health Centre**
   The OCCG is committed to ensuring that there is close communication with both the Church Street and Newbury Street Practices and their Patient Participation Groups (PPGs) who are regularly informed and updated on the progress on the expansion of the health centre. A draft business case is currently with the District Valuer to assess affordability and value for money for the public purse.

   The mechanism for communication from a public perspective is currently via the two PPGs and the wider patient group the South West Oxfordshire Locality Forum (SWOLF). We will continue to provide regular updates on the progress of these expansion plans that the Practices may wish to share on their websites. If you would like to see some other methods of communication we would be happy to consider these options.

2. **Open dialogue between Oxford Health NHS Foundation Trust and the community on the closure of the Community Hospital**
   We are working with our system partners to ensure a population needs health approach is part of the work we undertake in Wantage. The OCCG are working closely with all system partners of which OHFT is a key participant. The paper discussed at HOSC on the 20 September 2018 outlines our suggested methodology and this will be further developed with system partners including continued open dialogue about all services including the Community Hospital.

   Please see a quote below from the HOSC paper which further explains our approach to future health services:

   ‘Oxfordshire system partners have been working to strengthen partnership working across health and social care. Best practice for Integrated Care Systems is to develop an evidence-based approach to planning for the design and delivery of services, engaging the public and key stakeholders at an early stage in order to fully understand the health and care needs of our populations. Once we have collectively understood these challenges, we can develop solutions together for the future delivery of services to meet those needs.

3. **Increased mental health awareness training for GPs**
   The OCCG supports the GP workforce in a programme of continued professional development (CPD) and part of this CPD focuses specifically on mental health. As part of an OCCG scheme last year we developed a mental health training package across the county. This included each Oxfordshire practice identifying a health care professional champion in four key areas: Learning Disability, Autism, Dementia and Mental Health. The mental health element focused on training for ‘psychological perspectives in primary care’ to highlight those complex needs.

   After this programme of training was undertaken each practice fed back on how this learning was deployed in practice to improve patient outcomes. The Oxfordshire Child Adolescent and Mental Health Service (CAMHS) provides a single point of access for anyone who wants to refer a child or young
person. They accept referrals directly from parents and also from young people. They will offer immediate support and advice. The CAMHS service is seeing more referrals each year and this is causing a challenge with waiting times but the Trust is taking steps to increase capacity in clinics so that waiting times will start to come down. In addition King Alfred’s School has a named CAMHS in-reach worker who supports teaching staff, provides training and works with small groups of young people identified by the school team as requiring support. The new CAMHS website has just been launched offering information and support directly to children and their families.

4. When planning local health, social care services and additional housing, authorities should consider travel and transport needs of the local community including access to public transport and supporting local community transport schemes

The OCCC is working closely with the Councils and is fully engaged with regular meetings including joint representation from both South Oxfordshire and Vale of White Horse District Councils and other key system partners to ensure health is a key element in future housing development. This work also includes close consideration of other infrastructure including transportation links and access to public transport.

We are also fully committed to working with the Oxfordshire Growth Board to ensure that the health of our population is considered as new growth occurs. It is good to see the positive work of the Wantage Independent Advice Centre leading on ‘Good Neighbour’ schemes and volunteer led community transport.

We acknowledge the contents of the ‘Voluntary Sector Forum’ in May 2018 and recognise some clear consistency in message and concerns in the work that you have presented. We look forward to working alongside the vibrant and valuable community and voluntary sector in Wantage to find local solutions to health matters.

Please do come back to me if you need any further clarification on any of the points discussed.

Yours sincerely

Louise Patten
Chief Executive