Oxfordshire CCG response to Healthwatch review of HealthShare
4 October 2018

Oxfordshire CCG thanks Healthwatch for their report on HealthShare’s service, and the follow up conversation with our head of planned care and long term conditions.

We recognise the content of the report and service issues many of which arise from long standing challenges to offer timely care for patients, and have been working with HealthShare to improve the newly commissioned service.

The following details the actions that are underway or will be taken to address the recommendations in the report.

1. Constant problems with accessing HealthShare telephone number issues raised:
   a. Increase capacity at HealthShare to answer calls within agreed time –
   b. Do not let people hang on waiting for reply then cut them off!
   c. Offer a call back system

Response to date:
HealthShare currently receives a high number of calls daily, reported to range between 300 and 1,400 calls/ day.
It has been recognised that the administrative system requires restructure to improve response times/rates to meet the enquiry demand and better meet patient booking needs. Addressing recommendations 2-7 will also relieve the telephone system pressures. The following specific measures have been taken will directly relieve pressure on the phone system:
   i. HealthShare have commenced booking a first patient appointment and sending out an appointment letter to the patients directly following processing the referral (after triage), this aims to be within 7-10 days.
   ii. HealthShare have automated certain administrative functions to increase staff allocation to answer and process calls
   iii. Additional staff are being employed to handle calls
   iv. Plans are underway to make a Choose and Book process, available to all HealthShare patients, enabling patients to book online and match a preferred location, with a preferred date.

Review and monitoring:
OCCG plan to work with HealthShare to support improvement and to monitor call response rates and call abandonment rates.

2. Patients not receiving written confirmation of appointment time and location.
a) Automated letter sent within 24 hours of when appointment made with contact number and email for cancellation / further information
b) Use mobile telephone text for confirmation and reminder

Response to date:

i. HealthShare have commenced booking a first appointment and sending out an appointment to the patients directly following processing the referral (after triage)

ii. The appointment letter is followed by a text message reminder for the appointment

Review and monitoring:
Time frame to first appointment will continue to be monitored in routine reporting from HealthShare.

3. Patients are being asked to travel substantial distances to appointments

a) Review of locations of service considering where people live who are being referred
b) First choice appointment offered at closest location – ask the patient as they will know travel / public transport needs

Response to date:
HealthShare currently provide services in the following Oxfordshire Locations for MSK services:

- East Oxford Health Centre, open Monday to Friday, appointments between 0800 and 1730
- Horton Treatment Centre, Banbury, open Monday to Friday, appointments between 0800 and 1730
- Chipping Norton Health Centre, open Monday to Friday, appointments between 0800 and 1730
- Bicester Community Hospital, open Monday to Friday, appointments between 0800 and 1730
- Deer Park Medical Practice, Witney, open Monday to Friday, appointments between 0800 and 1730
- Wallingford Community Hospital, open Monday to Friday, appointments between 0800 and 1700
- Townlands Community Hospital, Henley, open Monday to Friday, appointments between 0800 and 1630
- White Horse Medical Practice, Farringdon, open Monday to Friday (currently excluding Thursday), appointments between 0800 and 1700
- Woodlands Medical Centre, Didcot, Wednesday and Thursday only, appointments between 0800 and 1700
• Park Club Leisure Centre, Milton Park, Abingdon, classes only
  Tuesday and Friday afternoons

i. For secondary care referral (on to other services) patients are now offered
  their appointment via a Choose and Book process, enabling patients to
  book online and match a preferred location, with a preferred date

ii. Plans are underway to make a Choose and Book process, available to all
  HealthShare patients, to further increase patient choice

Review and Monitoring
Oxfordshire CCG is aware of further need. This need and capacity to meet it will be
assessed through coming contract review processes.

4. Information about HealthShare not given to patients on referral – confusion
arises about whether this is an NHS service or not and how to contact them prior to
receiving 'welcome' letter
  a) General HealthShare leaflet given to all patients referred by GP to include
  contact number, email, commitment to contact within set time.

Response to date:
  i. A patient workshop was held by HealthShare in Cowley on 28 September,
  contribution from the workshop confirmed the need for a brochure and
  website link, to outline the point above, regarding HealthShare’s identity,
  it’s links to the NHS, the fact that the service is offered free of charge (not
  private), the nature of the services offered and who the service delivery
  team are (professional skill mix).
  ii. The need for this leaflet to contain clear and responsive contact details
  was also highlighted
  iii. In addition to the Healthwatch’s suggestion of providing this to GP’s to be
  given to patient, the suggestion was made at the patient workshop, to
  attach this to the first appointment letter
  iv. Planning for patient self-referral is progressing

Review and Monitoring
This will be reviewed and progressed through operational review meetings and
processes

5. The HealthShare complaints procedure, including how to complain, should
be accessible on the web site and in paper form. Patients who file a complaint
should then be responded to stating whether HealthShare are treating this as a
formal complaint.
  a. HealthShare must be required to report to OCCG on complaints received.
b. HealthShare should place the Healthwatch Oxfordshire widget on their website, thus giving patients a route to an independent voice.

Response to date:
i. HealthShare will add their complaints procedures to their website and practice resources, with clear information on how to make a complaint.
ii. Addition of a link to the Healthwatch website for leaving comments and feedback.

Review and Monitoring
This will be completed by task by Friday 19 October 2018

6. ‘How are we doing?’ is not part of a complaints procedure.
   a) HealthShare should be required to report to OCCG analysis of ‘How are we doing?’ not just on the patient survey.

Response to date:
i. OCCG have requested addition of “How are we doing?” to evaluation data reported on in the contract.

Review and Monitoring
This will be completed by Friday 19 October 2018

7. Patient satisfaction survey does not ask any questions about the referral process or administration.
   a) HealthShare Patient satisfaction survey must include questions about the referral process, and communication between HealthShare and patient.

Response to date:
Additional questions will be included in the patient evaluation related to the referral process and communication between HealthShare and the patient. Sample questionnaire will be shared with HealthShare.

Review and Monitoring
This will be completed by Friday 19 October 2018

Conclusion
Oxfordshire CCG recognises the problems some patients have experienced and will continue to monitor the issues raised in the Healthwatch report and those experienced by patients and ensure that the actions outlined are implemented and the areas of concern improved upon, to ensure a more joined up and streamlined patient experience.