

Healthwatch Oxfordshire Board of Directors

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| Date of Meeting: 25 th April 2017 | Paper No: 5 |
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Title of Presentation:

Executive Director's Report

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| This paper is for | Discussion | | Decision | | Information | x |
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Purpose and Executive Summary (if paper longer than 3 pages):

This paper summarises activity undertaken by the Healthwatch Oxfordshire (HWO) staff team in the period since the last board meeting 21st January 2017

Financial Implications of Paper: None

Action Required:

The Board is asked to:

- **Note** the contents of the paper.

Author: Rosalind Pearce

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1 Healthwatch Oxfordshire Activity January - March 2017

The first part of 2017 has been busy with the team focussed on three areas of activity:

1. Voluntary Sector Forum in February
2. The Big Consultation - Oxfordshire Clinical Commissioning Group's consultation on Phase 1 of the health transformation programme and
3. Healthwatch Witney town project

1.1 Voluntary Sector Forum

On 10th February Healthwatch held a forum for the voluntary sector attended by approximately 55 representatives of health and social care voluntary organisations. The event opened with a presentation by Joe McManners and David Smith of Oxfordshire Clinical Commissioning Group, who outlined the main proposals contained in the county's health transformation plan - this was a key event at which the sector could respond to the consultations. The report has been sent to OCCG to be included in their deliberations. Recommendations from the Event included:

1. Better joined up working between health, social care and the voluntary sector including better partnership working with the voluntary sector
2. Increased investment in social care - workforce, capacity in the community - care home beds
3. Increase support for carers
4. Consider the impact of rurality on service users particularly around provision of care at home and when patients are required to travel to Oxford
5. Ensure that the proposals do not disproportionately hurt certain groups particularly volunteers

Full report is available on our web site.

2 External reports

Over the past three months Healthwatch has presented five reports to external committees, three to Health Overview and Scrutiny Committee (HOSC), one to the Oxfordshire Safeguarding Adults Board (OSAB) and one to the Oxfordshire Health & Wellbeing Board (HWWB). Copies of these reports can be found on our web site or requested by contacting Healthwatch directly.

The meeting dates and key messages presented by Healthwatch were:

2.1 HOSC - 2nd February 2017

Following the meeting of the Oxfordshire Health Oversight and Scrutiny Committee (HOSC), it was announced that both the closure of Deer Park, and the downgrade of the Horton Hospital Maternity Unit to MLU status, are to be referred to the Secretary of State for Health, as both issues amounted to 'substantial changes' to services.

Healthwatch reported to HOSC that:

Our activity around the health transformation agenda mainly focused on Healthwatch commenting on draft communication materials - which were appreciated and, in some cases, acted upon by the Oxfordshire Clinical Commissioning Group.

Health Transformation consultations began on January 17th and we are already hearing concerns from the community, particularly in the north of the county, regarding what proposed changes might mean to them. The concerns expressed focus on potential changes to maternity and access to the John Radcliffe Hospital.

2.2 HOSC 7th March 2017 - Health Transformation meeting

At the special meeting to hear updates on the Big Consultation, Health Transformation, Eddie Duller OBE, Chairman of Healthwatch Oxfordshire addressed the Committee, supported by a written submission from Healthwatch. The key points we made were:

Healthwatch had written to both OCCG and OUHT asking them to publish their plans for Horton General Hospital so that the consultation could be meaningful, or postpone the consultation until Oxfordshire health transformation plan for the rest of the county is worked through in detail so that the consultation could be meaningful'. This was a direct result of Healthwatch hearing from members of the public both directly and by attending the Big Consultation events, that there was genuine concern that people could not fully respond to the consultation survey in isolation of fully understanding the future plans for the Horton, community hospitals or other services.

Healthwatch stated the preference for a single consultation, not a phased one and strongly asked for a joint health and social care transformation plan be presented for Phase Two.

2.3 HWWB 23rd March

Healthwatch reported to the HWWB was wide ranging including a report on our Freedom of Information request and formal challenge to the Commissioner (still no response); our activity regarding Deep Park surgery to ensure that patients are safely and timely registered at alternative surgeries; reports published by Healthwatch including Oxford Against Cutting's report on services for survivors of female genital mutilation and 'A silent problem' about perinatal mental health in Oxfordshire.

Healthwatch Ambassadors who sit on the Health Improvement Board presented a report to the HIB meeting on 23rd February titled 'Response to the Oxfordshire Health Inequalities Commission report'

This was well received and included two key recommendations:

- 1 The HIB/HWB to commission an analysis of health inequalities data for Oxfordshire to identify:
 - a) the main challenges for health equality (possibly drawing on the OHIC), and,

- b) Develop indicators for reducing health inequalities for each of the priority areas of the HWB/HIB strategy to prioritize delivery and future investment in health and wellbeing by the county.
- c) Devise standard outcomes-based monitoring report templates to enable services under the remit of HWB/HIB to report consistently against planned targets and demonstrate their impact on health equality.

2 The HIB to review its role in relation to reducing health inequalities in Oxfordshire; and,

- a) review its role in relation to reducing health inequalities in Oxfordshire
- b) identify how it will demonstrate its impact on levelling up difference

2.4 OSAB 28th March 2017

Healthwatch provided a summary update report to OSAB on the Dignity in Care Report recommendations.

2.5 HOSC 6th April 2017

I am not complaining, a friend of mine said I should write to Healthwatch to hear my experience.

The theme for this HOSC meeting was patient quality of care with quality reports being presented by Oxford University Hospitals Trust, Oxford Hospital Trust and South Central Ambulance Service Trust. Our Healthwatch report focussed on patient stories including one sent into the office titled 'Experience of a patient over 100 days' and randomly selected experiences received during the Witney town project titled 'In their own words'. This report was well received and generated much discussion and many questions from the Committee. For the Committee to 'hear' from patients about their experiences is very much our role and we achieved it at this meeting. We made the point that patient experience of quality of care is not just about clinical care but starts from the moment a patient enters the service (GP or hospital) and includes how they are treated by non-clinical staff, their experience of the administrative process and their carer/relative's experiences too.

3 Healthwatch Oxfordshire

Following the application to change the company name from Healthwatch CIC to Healthwatch Oxfordshire, which was approved by Companies House on 20th February 2017, Healthwatch Oxfordshire is now both a limited company no 8758793 and a registered charity. Charity registration was notified on the 11th April 2017.

The Healthwatch Oxfordshire board members are registered as both company directors and Charity Trustees of Healthwatch Oxfordshire. Full training for the Board will be given by external experts, planned for May this year. In the interim all board members have been circulated with guidance from the Charities Commission regarding their roles and responsibilities as trustees, found at <https://www.gov.uk/government/publications/the-essential-trustee-what-you-need-to-know-cc3/the-essential-trustee-what-you-need-to-know-what-you-need-to-do#s4> .

Media

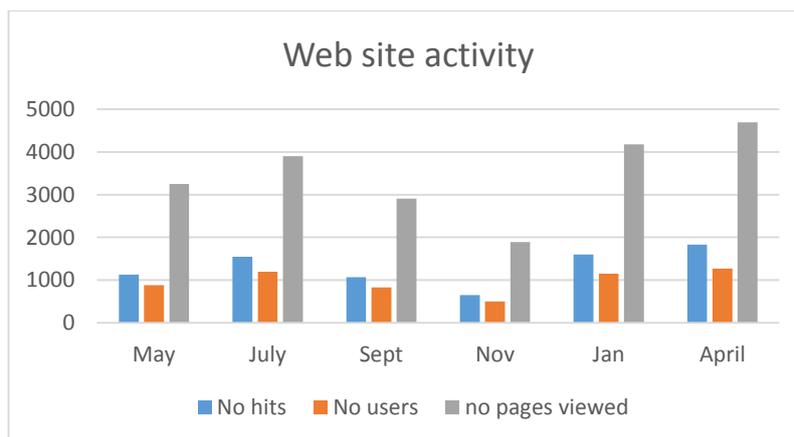
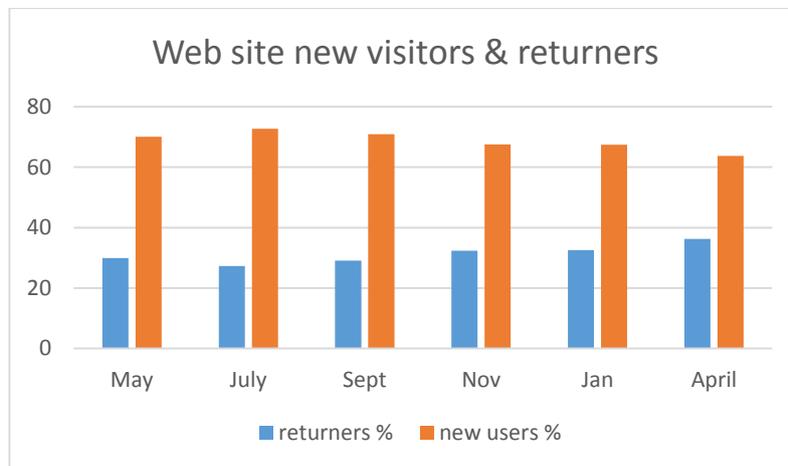
Since my last report to the Board on 24th January 2017, Healthwatch has achieved 30 items of media coverage including 3 radio interviews, 5 television interviews and 17 newspaper articles. This is significantly more than the 19 separate items of media coverage reported in January. Contributing to this activity is Healthwatch proactive approach to commenting on local current affairs, the Witney town events and the Health Transformation Big Consultation.

3.1 Web site and social media

As you can see our activity has increased on both web page and twitter. The Twitter activity was influenced by receiving many retweets relating to the Witney town event.

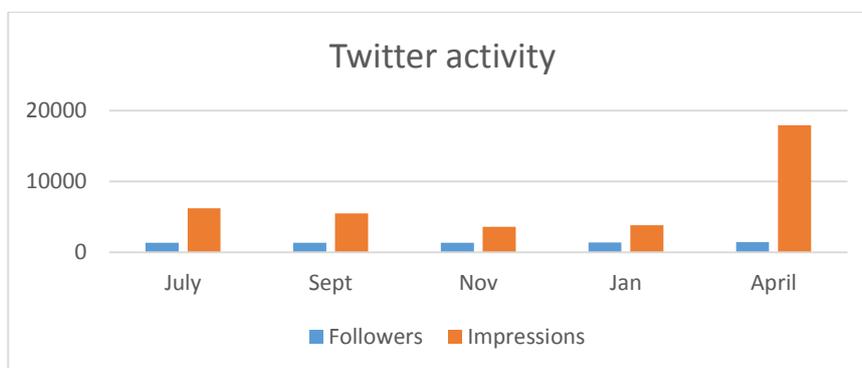
3.1.1 Web site activity

People are continuing to revisit our site whilst at the same time increasing the number of sessions and number of pages' visitors view.



3.1.2 Twitter

Twitter is being increasingly used by staff - 47 tweets compared to 17 in the last report. Our number of followers has increased from 1416 to 1447 but the most astounding statistic is the number of impressions up from 3,863 to 17,920.



4 Witney project

The Witney town events concluded with an information fair at the Corn Exchange and a market stall in Marriott's Walk. Initial thoughts are that the month was a success - reached over 750 people and heard from over 400. Our profile was raised in the town with good coverage from Witney Gazette and local television. We welcomed a visit to the information fair from the town Mayor. A full report will be available in June. The team have spent time appraising and reviewing the town approach, lessons learned, and have agreed that this kind of outreach activity should be part of our work programme for 2017-18.

5 2017-2018 Work Plan

In March the board agreed the strategy and workplan for 2017-18, attached as Appendix A to this report.

5.1 Strategy and workplan

Within the document, we reassert our role as the statutory and independent consumer champion and watchdog for health and social care users in Oxfordshire.

We carry out our duties by:

- Listening hard to people, especially the most vulnerable, to understand their experiences and what matters most to them
- Influencing those who have the power to change services so that they better meet people's needs now and into the future
- Empowering and informing people to get the most from their health and social care services and encouraging other organisations to do the same

5.2 Our key focus for the next 12 months includes:

1. Find out about local people's experiences of using local health and social care services
2. Use information about local people's experiences to provide independent and informed advice to relevant local and national organisations about how local services need to change.
3. Help to hold those in charge of local health and social care services publicly to account for the quality and inclusiveness of the services they provide, and to formulate policy and strategy, in line with our advice
4. Provide advice and information to individuals about access to local care services

5. Develop the Healthwatch brand and promote our brand values

5.3 Our goals are:

To listen well to people, especially the most vulnerable, to understand their experiences and what matters most to them

To influence those who have the power to change services so that they better meet people's needs now and into the future

To empower and inform people to get the most from their health and social care services and encouraging other organisations to do the same

To develop the Healthwatch brand and brand values, to reflect Healthwatch's ambition as the health and care champion for Oxfordshire

The above goals form the Board's key performance indicators for 2017/28 and will be reported on quarterly.

5.4 Activity

The 2017-18 plan outlines key activity over the next 12 months that will contribute towards the achievement of our goals, including:

1. Running at least three town events
2. Publishing reports at regular intervals including findings from town events, surveys, enter and view activity, specific research projects
3. Increasing our engagement with through regular forums and becoming the voice of the health and social care voluntary sector
4. Developing our signposting service
5. Reporting to key decision makers, commissioners, and service providers
6. Develop our web site to improve accessibility and continue to raise our profile locally through effective use of multimedia channels

Appendix A Strategy and work plan 2017-18



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