

healthwatch Oxfordshire

Voluntary Sector Conference
8 July 2015



healthwatch Oxfordshire

Rachel Coney, Chief Executive



About us

Healthwatch Oxfordshire exists to be the independent champion for health and social care users in Oxfordshire.

Healthwatch Oxfordshire's vision is that the people of Oxfordshire are shaping their own health and social care services.



We do this by:

- Finding out about people's experiences of using local health and social care services.
- Using that information to provide independent and informed advice to local health and social care services about how local services need to change.
- Helping hold those in charge of local health and social care services publicly to account for improving services in line with our advice.
- Signposting people to sources of information and advice.



The levers we can pull

- Make recommendations about how local services could or ought to be improved.
- Providers and commissioners must acknowledge and respond within 20 working days
- Advise the CQC - directly or via Healthwatch England.
- Service providers have a duty to allow our authorised enter and view reps to observe services on their premises.



The levers we can pull continued...

- Health and Wellbeing Board is not quorate without us
- Health Overview and Scrutiny must acknowledge any issue we refer to it within 20 working days and take into account any information we provide.
- We have the right to make public comment on NHS Trust Quality Accounts.



How we hear from people

- Partnership with the OCCG Locality Forums.
- Projects funded by grants and delivered by 3rd party organisations who can reach communities we cannot reach by ourselves.
- Outreach work with the general public in order to hear unsolicited feedback on any topic of interest.
- Major projects using Enter &View- often in partnership (eg Age UK)
- Conferences, workshops and events on particular topics - eg Hearsay!
- Quality and patient experience leads meetings.
- Single issue lobbying
- Building our networks and encouraging others to share their information.
- Work with the media and wide range of local networks to raise our profile with the public so they bring us their stories



Our current work programme

- Preparing to publish report on people's experience of discharge from hospital in early September.
- Exploring how well national standards on dignity in care are being met in Oxfordshire, in partnership with Age UK - publication November
- Extensive outreach programme across the County to talk to the public about their concerns and priorities.
- Campaigns on:
 - Townlands and Chipping Norton Hospitals
 - Health provision at Campsfield House
 - The safety of the local 111 service
 - The perceived failings of the Big Plan consultation
 - The GP contract and Practice Participation Groups



Our current work programme continued

- Using our project fund to support the following organisations to get the voices and experiences of their user groups heard:
 - **Guideposts** (needs of specific groups of carers)
 - **ORCC** (sustaining dementia friendly communities)
 - **SEAP** (needs of gypsies and travellers)
 - **Homestart** (pre and post natal care)



How the project fund works

- 25 k a year - half our available funds after overheads
- Simple application form
- Three or four opportunities a year
- Next deadline 16th October 2015
- Information on our website
<http://www.healthwatchoxfordshire.co.uk/theprojectfund>
- Advice from Carol or Kanika on 01865 520520
- A way for us to hear from people who will talk to you but not to us



What you get

- Cash
- Advice on how to design your project
- Advice on how to undertake the research
- Help with editing your report so it tells the strongest story it can for your community
- A guarantee that we will publish your report in a way that means providers and commissioners have to respond to your recommendations
- Help with securing press and media coverage for your cause
- Long term help to keep the pressure on for change



Is it worth it?

- Students got an ambulance in the City centre on weekend evenings which reduced A&E attendances
- Asian Women got mental health first aid training and new confidence to care courses
- Mental health services are now being rolled out to all Oxfordshire schools
- Parents and carers are being involved at a national level in improving NHS investigations when something goes badly wrong for young people with complex needs
- The CCG recommissioned British Sign Language interpreting services
- The Council is changing the rules on how personal budgets can be used



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