



Working Better Together
A forum for the Voluntary Sector
Kings Centre, Oxford Wednesday 1st October 2014 9.30 - 12.30pm

Purpose of the event:

- To develop the Voluntary Sector's understanding of what Healthwatch Oxfordshire does
- To hear about experiences of GP services to pass on to the Care Quality Commission and other service providers (CQC)
- To explore how Healthwatch Oxfordshire can work with and through other voluntary sector organisations to mutual benefit.
- To test perceptions in the voluntary sector of areas of health/care provision that Healthwatch Oxfordshire should focus on in 2015/16.
- To promote access to Healthwatch Oxfordshire project and small grants fund.

The event was planned and organised with the help of OCVA (Oxfordshire Community and Voluntary Action.) We also asked a number of local voluntary organisations for their views on the format and subject matter of the event.

Who attended?

- 62 people attended the event
- 39 different voluntary organisations were represented
- 8 Healthwatch Oxfordshire staff and board members attended
- Representatives from the Care Quality Commission, County Council and the Clinical Commissioning Group attended

What did we do?

Before the event we invited people attending to speak to their service users and find out about their experiences of GP services. We also asked people to think about sitting at a table that best represented the people they worked with.

Each table had a person leading the discussion and a note taker.

The table topics were:

- **Vulnerable Older People**
- **Parents, Babies, Children and Young People**
- **People in Vulnerable Circumstances**
- **People Experiencing Mental Health Problems**
- **Working Age People and those Recently Retired**
- **People with Long Term Conditions**

Rachel Coney, Chief Executive of Healthwatch Oxfordshire gave an introduction to the work of the organisation. This was followed by presentations from The Patients Association and the Asian Women's Wellbeing Project - two voluntary organisations that have worked with Healthwatch Oxfordshire.

GP Services

After the presentations the groups were asked to discuss: 'What can you tell us about General Practice for us to pass on to CQC' (Care Quality Commission)

Some of the issues identified through this discussion included;

- Some GP's are safe and caring but this can vary
- Pressure on GPs is recognised
- Accessibility is important and this extends to waiting room environment.
- Bureaucratic systems can be off-putting (e.g. registration) and so can jargon
- Where to ask, and information on rights is important
- Communication - Examples of less good care shared include: the Dr looking at the computer and not at the patient during a consultation; the GP speaking to a carer rather than to the patient (particularly when communication with the patient is challenging); the GP ignoring a carers views; a Dr missing critical information because s/he is distracted or typing while the patient is talking.

Working better together

In the second discussion we discussed Healthwatch Oxfordshire and the Voluntary Sector working better together by asking:

- How can we work better together to deliver change?
- What do you think our priorities should be next year?

Some of the feedback during this session included:

- Healthwatch needs to use the groups already out there, but not duplicate existing structures.
- Links could be made to the locality forums. It would also be useful to know what other forums are out there too.



- Healthwatch should revise its proposals for a reference group, and should instead hold 2 of these conferences a year and use them to set agendas for a series of in depth topic based workshops to be held during the year that also involve providers and/or commissioners.
- People would like to get to know Healthwatch Oxfordshire better and hear about what happens with the information that is gathered.

Feedback from people attending:

The feedback we received about the event was very positive with people saying they felt listened to and that they were able to say what they wanted. Many people commented that they learnt more about Healthwatch Oxfordshire.

“ I think Healthwatch stands a chance of doing a good job - workshop sought to engage, listen and act”

“a great opportunity to network with other agencies”

For future meetings we were asked to consider a later start than 9.30am.

Ideas for Future Forums and Workshops:

Workshop Date: End of January 2014 10-12pm Cassington Village Hall
Health and Social Care needs of Working Age Adults

Objectives:

- To bring together representatives of Voluntary Organisations interested in the needs of Working Age Adults
- To seek Voluntary Sector views on the needs of Working Age Adults in Oxfordshire to help inform the local Joint Strategic Need Assessment (JSNA)
- To begin to map other forums and groups representing voluntary sector voices in Health and Social Care
- To begin to grow a database of interested voluntary sector groups and individuals interested in the work of Healthwatch Oxfordshire and willing to act as champions for Healthwatch Oxfordshire’s work

Workshop Date: Weds 18th Feb, Venue tbc Mental Health and Family Wellbeing

Objectives:

- To bring together representatives of Voluntary Organisations interested in Mental Health and Family Wellbeing issues
- To seek Voluntary Sector views on Mental Health Services in Oxfordshire and those supporting family wellbeing
- To raise awareness about Oxford Mental Health Forum and the work of Restore as part of the Project Fund
- To begin to map other forums and groups representing voluntary sector voices in Mental Health



- To begin to grow a database of interested voluntary sector groups and individuals interested in the work of Healthwatch Oxfordshire and willing to act as champions for Healthwatch Oxfordshire's work

Forum Date: May 2015, venue to be confirmed Making the most of your local Healthwatch

Objectives:

- To bring representatives of Voluntary Organisations together to share information about the work of Healthwatch Oxfordshire and the impact of work to date
- To discuss the future priorities for Healthwatch Oxfordshire and the Voluntary Sector Workshops
- To share information about the work of the project fund
- To continue to grow a database of interested voluntary sector groups and individuals interested in the work of Healthwatch Oxfordshire and willing to act as champions for Healthwatch Oxfordshire's work

Workshop Date: July 2015, Growing the Grass Roots - Meeting the needs of harder to reach people

- To bring together representatives of Voluntary Organisations working with or in contact with 'Harder to Reach' People
- To seek views on how Healthwatch Oxfordshire can widen its reach
- To begin to map other forums and groups representing and working with those who are working with Harder to Reach people
- To begin to grow a database of interested voluntary sector groups and individuals interested in our work and willing to act as champions for Healthwatch Oxfordshire's work

Workshop Date: Sept 2015, venue to be confirmed Workshop topic to be decided by larger voluntary sector forum

Forum Date: Nov 2015, Title and Venue to be confirmed

Objectives:

- To bring representatives of Voluntary Organisations together to share information about the work of Healthwatch Oxfordshire and the impact of work to date
- To discuss the future priorities for Healthwatch Oxfordshire and the Voluntary Sector Workshops
- To share information about the work of the project fund
- To continue to grow a database of interested voluntary sector groups and individuals interested in the work of Healthwatch Oxfordshire and willing to act as champions for Healthwatch Oxfordshire's work

To find out more, contact Aimee Evans, Community Involvement Officer at Healthwatch Oxfordshire.

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