



HEALTHWATCH HIGHLIGHTS

Your news from **healthwatch** Oxfordshire

Project Fund News

Since April the Project Fund has been used to fund some great work, by local Oxfordshire groups that would not have had their voices listened to otherwise.

The ring-fenced £30k budget for the year has been spent on groups, such as:

- Restore
- Oxfordshire Neurological Alliance
- Home Start Oxford and Bicester
- Oxfordshire Rural Community Council
- Donnington Doorstep
- Guideposts Trusts
- Oxfordshire Play Association

But in addition to the above, projects that we previously funded are already having a major impact. For example, a report by students on high use of A&E services has changed the information provided to students, also the South Central Ambulance Service has introduced health buses that will treat students on Friday and Saturday nights in Oxford City Centre.

To read the reports, and find out more about the latest projects, check out the website!



Merry Christmas and a Happy New Year from Healthwatch Oxfordshire

In the run up to Christmas and the New Year we all start looking forward to the year ahead. The team at Healthwatch Oxfordshire are busy getting ready for all the new challenges and opportunities that 2015 will bring.

In the early part of next year we will be conducting two Enter and View projects. Enter and View is one of the powers Healthwatch was given by Parliament to find out about the quality of care in health and social care institutions. We will carry out 2 enter and view projects:

- The discharge process from Hospital, where we will interview people in hospitals, care homes and in their own homes, about their experience of discharge from hospital.
- Dignity in Care. We want to find out if local care meets national dignity -care standards.

Plus, because listening to you and making your voice count is our most important role, we will be travelling around the county in January,
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Healthwatch Happenings

We are always out and about at events and meetings around the county, so if you bump into us don't forget to say hello.

- Healthwatch Roadshow: we're going out and about all over the county in Jan and Feb. We will be visiting: Banbury, Thame, Carterton, Bicester, Didcot, Henley and Wantage.



- 21st January 2015. Health and Social Care - is it working for you? (See below)

Health and Social care - is it working for you?

The first of our voluntary sector forums. The purpose of this workshop will be to help inform the Oxfordshire Joint Strategic Needs Assessment (JSNA) and it will gather together representatives from the voluntary sector to explore:

- What are the unmet health and social care needs for working age people?
- Are there any barriers that are preventing people of working age from achieving their full potential?
- What impact do chronic conditions have on those of working age?
- What's working well?

As well as finding out about the JSNA, it will be a chance to meet and find out about other voluntary organisations working in Oxfordshire. It will take place on 21st January at Cassington Village Hall. To book on, please contact us.

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February and March, talking to you in supermarkets, town centres, Boots stores and your local high street. We will try to let you know when we are coming to a town near you, or check out the events page of the website.

And as we look to the year ahead it's a good time to reflect on the things we have achieved over the past year.

We have:

- Funded 7 projects researching subjects such as student use of A&E, and access to services the deaf community experience.
- Trained our first group of Volunteers
- Appointed a new Chief Executive, Rachel Coney
- Engaged over 71,000 people over Twitter.
- Conducted a conference with Social Care users in Oxfordshire
- Brought together the Voluntary Sector so we can work Better Together
- Held a National Care.Data Debate with the Oxford University Health Experiences Institute
- Supported minority groups such as people experiencing homelessness.

Thank you for your support over the past year! From everyone at Healthwatch, have a Merry Christmas and a Happy New Year. We will see you in 2015.



We're Moving!

In January Healthwatch Oxfordshire will be moving to new offices on the Cowley Business Park.

Our Telephone number and Email address will stay the same but we have a new address: Healthwatch Oxfordshire, Whichford House, Suite 2, John Smith Drive, Oxford Business Park, Oxford, OX4 2JY

Community Events Fund



Don't let your community group miss the chance to apply for £500 for your community event. This fund is to support communities to hold their own events to listen to peoples experiences of health and social care and let people know about Healthwatch. Healthwatch Oxfordshire has already awarded 6 grants to groups, and has listened to peoples experiences at a disability advisory event in Witney (see photo), a family Play Day in Sonning Common and a Patient Group raising awareness of the new Care Act among carers. To find out if your group can apply for a grant, visit the Healthwatch Website or contact us for more information.



Aimee Evans, Community Involvement Officer

Volunteering Update

On the 18th November we held our very first induction day for the first round of volunteers for Healthwatch Oxfordshire.

These volunteers will be conducting Healthwatch Oxfordshire's first Enter and View inspections to look at the discharge process from hospitals.

Although our first volunteers are busy training it is not too late to join them, so if you would like to get involved in making services better, visit the volunteering page on our website or get in touch with us on 01865 520520.



Healthwatch GP Survey - A big thank you!

Lots of people have good things to say about their GP, and are reporting great care.

"there is an entire culture of helpfulness at my practice...staff are excellent...my own GP is superb"



However when Healthwatch Oxfordshire, in partnership with the Patients Association, conducted a survey of Oxfordshire's Residents we found that there are some challenges that people face when going to see their GP.



"happy to find an appointment time that suited me"

Although the vast majority of people (71%) were satisfied with the time it takes to get an appointment, 29%, almost a third, are unhappy with their wait.

What we did with the results?

We published the report alongside the Patients Association, and got peoples attention through radio, TV and news. But our work did not stop there. We have presented the report to the CQC, NHS England who commission GP services, to the Local Medical Committee and the Oxfordshire Clinical Commissioning Group. We have asked them how they will work together to address the concerns raised by the public and improve services for all in Oxfordshire. As a result we will be helping train CQC inspectors and are joining the team developing Oxfordshire's primary care strategy.

Thank you!

Our report would not have succeeded if you had not helped us by sharing your experiences. The full report is available on our website. We can also provide hard copies, so get in touch with us and we will pop one in the post.

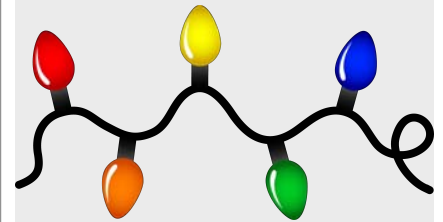
Better Together

In October, 62 people attended our first voluntary sector event and 39 different organisations were represented. Those attending heard from two organisations that have worked with us, through the project fund. They were also invited to take part in discussions around GP services and how best we can work better together to improve services for all. As a result, we shared what we found out about GP services with the Care Quality Commission, which will inform their future inspections in Oxfordshire.



Christmas Opening Times:

The Healthwatch Oxfordshire Office will be closed from 24th December (Christmas Eve) to the 4th January 2015. But we will be back on the 5th.



Contact Healthwatch

01865 520520

hello@healthwatchoxfordshire.co.uk
www.healthwatchoxfordshire.co.uk



A message from Oxfordshire Rural Community Council

Red Arrow Volunteer Drivers



Oxfordshire Rural Community Council (ORCC) is working with Age UK Oxfordshire to help vulnerable, elderly people resettle in their communities following a period in hospital. This involves mobilising support in their community to help them re-connect with family, friends and social activities, which means a need for transport.



Oxfordshire Rural Community Council want to recruit a total of 24 drivers in and around 7 targeted areas: Oxford, Banbury, Bicester, Witney, Wallingford, Faringdon and Didcot with the capacity to operate in surrounding rural areas. You will receive reimbursement for mileage at 45p.

You need to be:

- Enthusiastic about driving in Oxfordshire
- Have flexible time to offer (you specify when you will be free or not)
- Happy and confident with particularly vulnerable people (training is available)
- Happy to undertake a Disclosure and Barring Service (DBS) check

If you are interested, or you would like to discuss further, please contact:

emily.lewis@oxonrcc.org.uk or phone Emily Lewis on 01865 883488