

Healthwatch Oxfordshire Board of Directors

Date of Meeting: 27 th September 2016	Paper No: 2
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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 up to 13 th July.

Financial Implications of Paper: None
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Action Required: The Board is asked to: <ul style="list-style-type: none">• Note the contents of the paper.
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1 General Updates

1.1 Oxfordshire University Hospitals NHS Trust (OUHT) - Horton General Hospital Obstetrics

At an Extraordinary meeting of the OUHT Board on 31st August 2016 it was agreed to close the unit temporarily from October 2016 if sufficient number of doctors have not been recruited to the Unit. The Board said this decision was based on patient safety and the deliverability of the Unit.

Latest news from a presentation given by OUHT to HOSC on Thursday 15th September 2016 is that the Unit is likely to close but that OUHT will continue to try to recruit doctors and the earliest the Unit could reopen is March 2017.

During the temporary closure maternity services will continue to be delivered at Horton via a Midwife Led Unit (MLU) with complicated cases and caesareans being delivered at John Radcliffe Hospital. There is considerable unrest within the Save the Horton Group as there is suspicion that the Unit will not reopen.

1.2 Horton General Hospital - future

OUHT has concluded its modelling for the future of the Horton and this is now being incorporated into the Oxfordshire Transformation Plan. Included in the Transformation Plan are options for the future of maternity services across the County that will impact on the Horton.

1.3 Delayed Transfer of Care (DToC)

The total number of delays (at the 8 September snapshot) involving Oxfordshire residents is **156**. This week - 8th September - the number of delays is **29 higher** than the previous week's snapshot which was **127**.

There has been a slow increase in the total number of delays week on week during August and September. The latest figure give cause for concern and I will make enquiries to ascertain what is behind this trend.

1.4 Oxfordshire Healthcare Transformation

The formal consultation start date has been put back to January 2017 as the full assessment process is unlikely to be completed before the end of November 2016. This allows ongoing engagement activity by the Oxfordshire Clinical Commissioning Group (OCCG) with those stakeholders who contribute to the service development - workshops are arranged for September and October regarding Maternity Service, Community Hospitals and Primary Care. Healthwatch Oxfordshire are providing advice to the OCCG on the development of the consultation programme including accessibility of information.

1.5 Health Overview Scrutiny Committee (HOSC)

Healthwatch Oxfordshire reported to the last meeting held on Thursday 15th September. HOSC Chair praised HWO for their good work and welcomed the new Executive Director. The Committee was assured that HWO is working with OCCG around their consultation programme re-Oxfordshire Healthcare Transformation.

The key areas of work for the team since the last Board meeting have been:

2 Media activity

Since the production of the last board meeting report (cut-off date 10th July 2016) we have been busy. The team has undertaken press and broadcast interviews relating to:

2.1 Press releases issued:

- Minor Injuries Unit Report published
- Freedom of Information (FOI) request submitted on the Sustainability and Transformation Plans (STP) Buckingham, Oxfordshire and Berkshire West (BOB)
- New Executive Director appointed
- Chipping Norton to host HWO Board meeting
- Refugee Resource report published.

2.2 Media requests

- Jack FM request for interview with Executive Director to discuss Refugee Resource report
- That's Oxford TV for interview with Executive Director
- BBC Oxford, request to contribute to discussion on end of life care
- BBC Oxford, request for interview re reorganization of wards at Horton.
- Banbury Sound, request for interview re STP program.
- Oxford Mail, request for comment on DTOC.
- BBC Oxford, request for comment in communication problems between OUH and GPs.
- CCG, request for copy of press release on MIU report.
- BBC Oxford, request for case study on DTOC.
- Oxford Mail, request for interview re MIU report.
- BBC Online, request for interview/background info re MIU report
- BBC Oxford, request to speak to Carol Moore re more communications issues between OUH and GPs.
- Oxford Mail, request for comment on changes to Bicester GP surgeries.
- BBC Oxford, request for statement re CAMHS.
- Banbury Guardian, request for comment re Horton Maternity downgrade to MLU.

2.3 Media coverage.

NB This is the coverage that we know about, but as we do not retain a cuttings/monitoring service there could be other coverage.

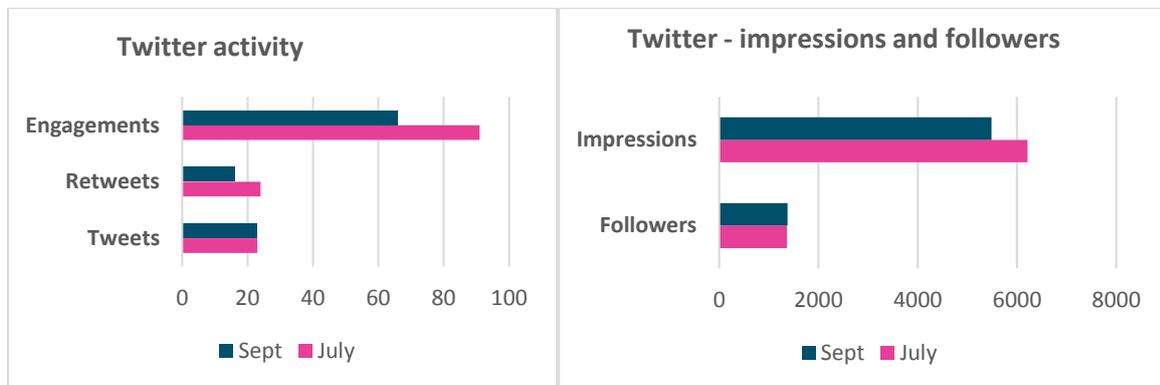
- Jack FM pre-recorded interview with Executive Director to discuss Refugee Resource report
- That's Oxford TV interview Rosalind Pearce
- Banbury Sound, radio, pre-recorded interview re STP program
- Oxford Mail, press and online, quoted as part of article on DTOC.
- BBC Oxford, online, coverage of MIU report.
- Oxford Times, press and online, coverage of MIU report.
- Oxford Mail, press and online, coverage of MIU report.
- BBC Oxford, radio, coverage of MIU report.
- BBC Oxford, radio, live interview with Carol Moore re communication problems between OUG and GPs.

- Oxford Mail, Eddie Duller’s column.
- BBC Oxford, radio, quoted as part of story on delays in young people accessing mental health services.
- Oxford Mail, press and online, quoted as part of story about reorganization of GP surgeries in Bicester.
- Oxford Mail, press, Eddie Duller column
- Oxford Mail, press and online, mentioned as part of preview of HOSC meeting

2.4 Social media activity

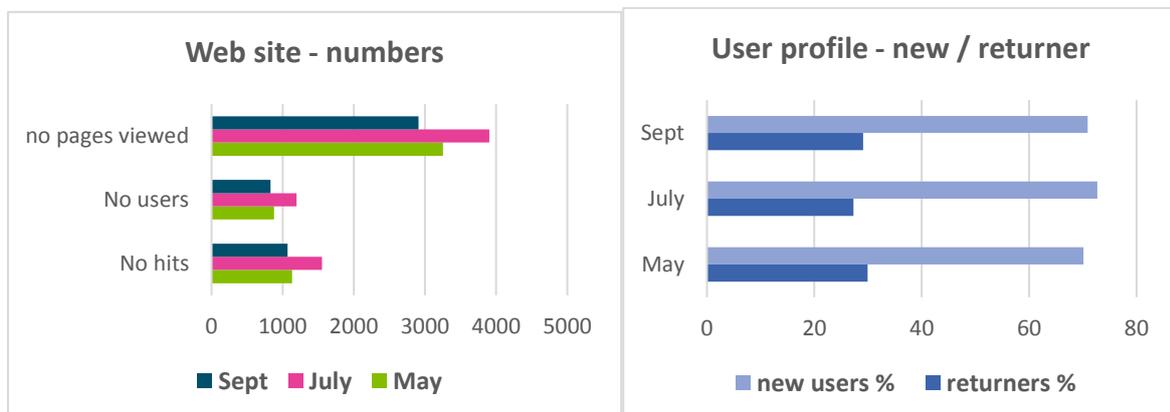
2.4.1 Twitter

The chart below shows Twitter activity for the reporting periods covered by the July and September Board. Activity levels leading up-to the July Board (May-July) are higher than the period September Board (July-September). This is most probably accounted for due to holiday periods as our tweets were the same level during both periods. However, there was a slight increase in number of followers (15) during July-September period.



2.4.2 Website

Web site activity has fallen in comparison to both the last two reporting periods. The percentage of new users has remained fairly static around 70-73% which indicates that we continue to grow our audience month on month.



3 This month we heard

August has been a quiet month due to staff leave. Nevertheless, during August 2016, we heard from more than 30 people, and two organisations. These are the main areas of

concern that people or voluntary groups have been talking to Healthwatch Oxfordshire about:

3.1 Healthcare

3.1.1 Hospitals

A&E: Family with young child said they had a stressful experience when they suspected had a broken bone. Very poor communication, care not tailored to individual child. Also unhappy with treatment in Trauma Unit.

Nuffield Orthopaedic Centre: Positive feedback from patient who has had two knee replacements and felt he had experienced good support and made a quick recovery. Another person described their experience as “fantastic” after a shoulder replacement. Patient spoke about the basic compassionate care being good but noted that the physiotherapist concentrated on the various limbs that were being treated rather than making eye contact

Community physiotherapy: Concern that there are long waits for people with neurological conditions who need to access community physiotherapy

Ambulance transport: Wheelchair user reported finding it difficult to get through to the service by telephone - calls not answered, messages not returned, calls put on hold etc. The patient described the experience as “frustrating”.

3.1.2 GP surgeries

Moorland House surgery, Wheatley: One report of the service being “fantastic” Another report of the waits not being “too bad”.

The Rycote Practice, Thame: one report of the service being “wonderful”.

3.1.3 Dental surgeries

Report of the Westbridge Dentist Practice in Cowley being “Very Good”. Another report from a resident in Thame that they could not access an NHS dentist within five miles for treatment now, and two-year waiting lists.

3.2 Social care

Children’s centres: Deep concern about their loss and what that means for vulnerable parents as a valuable source of support will be lost for them.

Day centres: Concerns about the loss of these centres as support for people with neurological conditions.

4 Oxfordshire Joint Health Overview and Scrutiny Committee (HOSC)

The Oxfordshire Joint Health Overview and Scrutiny Committee (HOSC) met on Thursday 15th September. Healthwatch Oxfordshire submitted a report which was welcomed by the Committee Chair and questions were taken. The key points to note are:

1. Concern that the recommendations from the Medical Injuries Unit Report were taken note of and actioned

2. How is HWO was involved in the Transformation Plans for Oxfordshire - specifically supporting the engagement process?
3. Healthwatch consider reviewing the HOSC Plan and contribute to the key agenda items.

Following the meeting the Chair of HOSC has invited HWO Executive Director to meet with her to share her plans and HWO's direction of travel, including how HOSC and HWO can continue to work together in light of the forthcoming Transformation Plans for Oxfordshire's healthcare system.

HOSC Agenda and Papers are available by following the link

<http://mycouncil.oxfordshire.gov.uk/ieListDocuments.aspx?CId=148&MId=4750>

4.1 Key Agenda Items include:

- Health & Care Transformation in Oxfordshire - Update (see Section 6 of this report)
- Rebalancing the System - Pilot Evaluation and Next Steps

A request was made by Oxfordshire County Council that the Next Steps be consulted on as it was considered a major change to services. OUH has been asked to return to the Committee on 30th September with answers to questions raised about re - consultation with Adult Social Care and the case for not going to consultation.

- Obstetrics and the Strategic Review - The Horton Hospital

A request was made by speakers from the floor that the temporary and emergency changes to the obstetrics service at Horton to come into place from beginning of October be referred to the Secretary of State as they had already been deemed wrong in the past. The Chair asked OUH to return to the Committee on 30th September with answers to the Committee questions re are there alternatives, (waiting on HOSC meeting minutes to confirm)

- Director of Public Health - Annual Report

5 Sustainability and Transformation Plans (STP) Buckingham, Oxfordshire and Berkshire West (BOB) Update

The Buckinghamshire, Oxfordshire and Berkshire West (BOB) area (described by the NHS as a Footprint) submitted its plans to NHS England on 30th June. Our understanding that these plans are still relatively high-level, and cover the same areas we previously reported to you, however, we have not been able to see the plans.

As we have been unable to see the plans for the STP BOB, and as we have been told by the Oxfordshire Clinical Commissioning Group (OCCG) that NHS England has asked that STP plans are to be treated confidential at this stage, therefore we have submitted a Freedom of Information request to Oxfordshire, South Reading and Newbury & District Clinical Commissioning Groups asking for access to the 30th June submission. We received notification from the Freedom of Information (FOI) Manager NHS South, Central and West Commissioning Support Unit of receipt and delay in responding due to the completion of a public interest test - as of Wednesday 14th September they had not responded by 9th

September as promised. We are in the process of escalating this with the Information Commissioner.

I have shared, in confidence, papers regarding the BOB with colleagues at the five local Healthwatch Buckinghamshire, Reading, West Berkshire and Wokingham.

6 Oxfordshire Transformation

Information on the transformation programme is available at their website:

<http://www.oxonhealthcaretransformation.nhs.uk/>

Oxfordshire's transformation board and its associated work streams are working up the detailed options that will be going to the consultation currently scheduled for autumn have now delayed the formal consultation process until late December early January to be completed by end March to comply with purdah rules re OCC elections.

Ongoing engagement is continuing around themes - Community Hospitals, Maternity, Primary Care between Oxfordshire Clinical Commissioning Group (OCCG) staff, clinicians and the wider community.

HWO is advising and supporting OCCG around Communications including meeting to discuss the development of their consultation communication strategy - fact sheets, paid for media,

HWO Voluntary Sector Conference will be held 7th February 2017 and will focus on Oxfordshire Transformation - offering wide voluntary sector opportunity to respond to options during consultation period. HWO will then follow up to identify whether/how responses from Conference have been included or not.

7 Update on Delayed Transfers of Care (DTC) initiatives

Further information can be found in the Joint Health Overview Scrutiny Committee papers: <http://www.oxfordshireccg.nhs.uk/wp-content/uploads/2016/05/Paper-16.35-Better-Care-Fund-Plan-2016-17.pdf>

Alongside the system-wide DTC work, Oxford University Hospital Trust (OUHT) has started its own initiative to improve DTC:

- OUH employed around 60 support workers, who provide care in people's home, after identifying that the system required 1600 hours a week of home care packages.
- This took the one-day snapshot of patients waiting to be discharged from a high in January 2016 of 123 to a June 2016 figure of 57.

A review of this pilot has shown it to be very successful in reducing delays in transfer from hospital beds. As such Oxfordshire University Hospitals NHS Trust (OUHT) has outlined their next steps - to continue to operate the multi-agency Liaison Hub and invest £4.1m in developing the service. At a presentation to the HOSC on 15.9.2016 there was a call from Oxfordshire County Council Adult Services Committee Chair for OUHT to go out to full consultation on Next Steps as this was thought to be a significant change in service to the community. OUHT were asked to return to HOSC at the end of September to answer this challenge.

APPENDIX ONE- PROGRESS REPORTS ON KEY PIECES OF INTERNAL WORK

These reports are risk rated using a traffic light red, amber, green system. Green projects are progressing well; amber projects have some risks attached but we are confident these can be managed effectively. Red projects are a cause for concern.

Developing use of Customer Relationship Management (CRM) system	
Lead	Executive Director
Status	Amber
Progress	HWE released the CRM Wizard in August. HWO staff will begin to use the CRM from October. The CRM will be populated by end December so allowing reporting in Q4 and annual report data to be extracted.
Risks and mitigating actions	Risks: <ul style="list-style-type: none"> • Insufficient resource time to complete retrospective data entry by end December <ul style="list-style-type: none"> ○ Cost and source temporary data entry clerk ○ Explore utilising volunteer from bank
Issues requiring board input	None
Care Home Care Quality Commission inspections project	
Lead	Community Involvement (Organisations)
Status	Green
Progress	<ul style="list-style-type: none"> • Draft has been submitted to the Executive Director for review - ongoing
Risks and mitigating actions	None at this stage
Issues requiring Board input	None at this stage
Website Development	
Lead	Marketing and Communications Manager
Status	Green
3251Progress	The Marketing and Communications Manager has begun a systematic update of the website. In period July 10 th - September 8 th <ul style="list-style-type: none"> • 1,067 hits by 830 users • 29.1 per cent returning users, 70.9 per cent new users • 2,907 pages viewed. • Average length of visit: 2mins 47 seconds. This compares to the last period reported on at the July meeting of: <ul style="list-style-type: none"> • 1,550 hits by 1,197 users. • 27.3% returning users, 72.7% new users • 3,903 pages viewed. • Average length of visit 2 min 25s

Risks and mitigating actions	None at this time
Issues requiring board input	None
Stimulating Social Media Activity	
Lead	Marketing and Communications Manager
Status	Amber
Progress	<p>Though we are posting much more regularly on social media, we continue to work to develop our messages as well as our active followers. Over the past two months we've started to see a shift to more engagement with our posts and we're having more to share/say on social media</p> <p>July 11th to September 8th</p> <p>Twitter</p> <ul style="list-style-type: none"> • Followers 1,377 • Tweets: 23 • Retweets: 16 • Impressions (the number of times users saw a tweet): 5,489 • Engagements: (the number of times users interacted with a tweet): 66. <p>Facebook</p> <ul style="list-style-type: none"> • 197 page likes • 973 people reached. <p>This compares to the last Board report reporting period (May 11th - July 10th)</p> <ul style="list-style-type: none"> • Followers 1362 followers • Tweets 23 Tweets • 24 retweets • 6,211 impressions (the number of times users saw a tweet) • 91 engagements (the number of times users interacted with a tweet) <p>On Facebook during the same period we have had:</p> <ul style="list-style-type: none"> • 192 page likes • 916 people reached • 6.5k impressions (the number of times users saw a tweet) • 45 engagements (the number of times users interacted with a tweet)
Risks and mitigating actions	<p>Risks: Missing an audience and potential avenue for feedback without having a following on Social Media</p> <p>Mitigating actions being taken:</p>

	<ul style="list-style-type: none"> Marketing and Communications Manager briefed to maximise potential of social media to support our work. Communications and Marketing Manager investigating boosting some Facebook posts or a Facebook advertisement to boost number of followers Consider whether staff should take on a social media training session so all team members are actively involved.
Issues requiring board input	To join and share our networks with contacts
Enter and View	
Lead	Community Involvement Officer (Public)
Status	Green
Progress	No current Enter and View Activity
Risks and mitigating actions	Risks: None
Issues requiring board input	None
Public Outreach	
Lead	Community Involvement Officer (Public)
Status	Green
Progress	Both Community Involvement Officers have been developing their plans for the next year. During the month of August, we spoke to approximately 30 people
Risks and mitigating actions	Risks: <ul style="list-style-type: none"> None at this time
Issues requiring board input	None
Voluntary Sector Outreach	
Lead	Community Involvement Officer (Organisations)
Status	Green
Progress	Since the last board meeting, Kanika has met with the following organisations: Multiple Sclerosis Society CAN Young Peoples Drug & alcohol service. Oxfordshire Association of Care Providers

Risks and mitigating actions	None at this time
Issues requiring board input	None
Project Fund	
Lead	Community Involvement Officer (Organisations)
Status	Green
Progress	<ul style="list-style-type: none"> • Status of current projects: • Refugee Resource project on refugee/asylum seeker experiences of primary care published 19th September 2016. • Oxfordshire Parent and Infant Project (Oxpip) project on children and parents from conception to two years old report is being edited. • Oxford Against Cutting project on experiences of FGM is being edited • Cruse bereavement has submitted its first draft of its report on experiences in the north of the county.
Risks and mitigating actions	<p>Risks:</p> <ul style="list-style-type: none"> • Non-completion or late completion of current projects <p>Mitigating actions:</p> <ul style="list-style-type: none"> • Level of support to organisations has increased to encourage them to complete on time.
Issues requiring board input	None at this time

External meetings attended by Executive Director August to 16th September.

Organisation / Activity	Meeting / who	Purpose/outcome
Introduction meetings	<ul style="list-style-type: none"> • Paul Cann, Age UK • Catherine Mountford, Director of Governance and Business Process, OCCG • Donna Schell, Strategic Change Lead, Oxfordshire and Buckinghamshire Learning Disability Services, Southern Health NHS Foundation Trust (SHFT) • Healthwatch Oxfordshire Board members - Geraldine Shepherd, 	<ul style="list-style-type: none"> • Dignity in Care Awards • Develop working with Trust patients to support production of accessible HWO communication / marketing materials • Getting to know you

Organisation / Activity	Meeting / who	Purpose/outcome
	<p>Jean Nunn-Price, Tracey Rees, George Smith</p> <ul style="list-style-type: none"> • Andrew Colleran, HWO Ambassador on Primary Care Patient Advisory Group 	<ul style="list-style-type: none"> • Understand role and offer support
Cherwell District Council Community Partnership Network	<ul style="list-style-type: none"> • Special Horton Hospital redevelopment session 	<ul style="list-style-type: none"> • Detailed session on options for Horton redevelopment Presented by OUHT Warning given by OUHT that temporary closure of Obstetrics Unit will be unavoidable from October if doctors not recruited. Report going to Extraordinary Board (OUHT) meeting on 31st August 2016
OCCG (Oxfordshire Clinical Commissioning Group)	<ul style="list-style-type: none"> • Meeting of the Locality Forum Chairs and Oxfordshire Clinical Commissioning Group (OCCG) • Commissioning Board and Joint Committee for Commissioning Primary Care 	<ul style="list-style-type: none"> • Regular meeting to discuss ongoing issues - discussed transformation priorities in Oxfordshire.
Transforming Oxfordshire	<ul style="list-style-type: none"> • Transformation Board x2 • Communications & Information Sharing Activities for Transformation 	See section 6 of this report