

Healthwatch Bucks update (May 2022)

This paper summarises recent project work we have undertaken in relation to health and social care services, as aligned with the priorities of Joint Health & Wellbeing strategy.

Live Well

Cancer Services during Covid

We wanted to understand how the COVID-19 pandemic had affected people's experiences of accessing cancer services and treatment.

We worked with local cancer services to develop a question set to use. During in-depth telephone interviews, we covered the following topics:

- Initial appointments for assessment
- Being told you have cancer
- First appointments with the cancer team
- Treatment and care

Why did we do this project?

In 2021-22 we have been looking at the COVID-19 response. We wanted the patient experience to contribute to COVID-19 recovery plans for local cancer services.

We have sent the report to Buckinghamshire Healthcare Trust and have requested a response to our recommendations. Once we receive the response, we will publish it here on our website.

You can read our findings and recommendations in the full report here;

<https://www.healthwatchbucks.co.uk/2022/03/our-report-on-cancer-services-during-covid/>

Remote Blood Pressure monitoring

We worked with Healthwatch Oxfordshire to understand people's experience of taking their blood pressure at home.

Healthwatch England managed the study. It was supported by five local Healthwatch, including Bucks and Oxfordshire. We used an online survey and in-depth interviews to collect the feedback between August and October 2021.

What did we find?

We had 159 survey responses and interviewed six people. We wrote a report summarising what we heard. We've had a joint response to our report from the Bucks and Oxfordshire Clinical Commissioning Groups (CCGs). They welcomed the report. They also said they will use our recommendations to support home blood pressure monitoring in the future.

As well as commenting on the individual recommendations the response said:

Buckinghamshire and Oxfordshire CCGs would like to thank Healthwatch for this very helpful report. The report covers areas we are working to expand so is an extremely timely and valuable addition to our knowledge base.

The Healthwatch feedback and recommendations will be extremely valuable to share with GP practices as they develop more comprehensive programs to support home BP monitoring.

[HW Bucks and Oxon Keeping an Eye on Things February 2022.pdf](#)

[Response to Keeping an Eye on Things from OCCG and BCCG 20220202.pdf](#)

Patient Participation Group update

On 28th January 2022 we held an online PPG networking event on behalf of the Bucks Clinical Commissioning Group (CCG). The purpose of the event was to give Bucks PPGs a chance to talk to each other and hear from the CCG.

34 people attended the event and approximately 21 Practices were represented.

You can listen to the CCG's presentation about changes to the Health and Social Care system and the following Q&A session by clicking on this link: <https://youtu.be/ARfWvoqQ0xM>.

The event also gave PPGs an opportunity to discuss key issues. We suggested two questions for discussion. These were:

- how is your PPG working at the moment? What are the current challenges and opportunities?
- what sort of help or support does your PPG need?

You can read about the key themes that emerged from the discussion in our summary report of the event.

[HW Bucks PPG Networking Event - Mar 2022.docx \(sharepoint.com\)](#)

Enter and View visits to Community Opportunity providers

Part of the local Healthwatch programme is to carry out Enter and View visits. Local Healthwatch representatives carry out these visits to health and social care services to find out how they are being run and make recommendations where there are areas for improvement.

The Health and Social Care Act allows these representatives to watch how services are delivered and to talk to service users their families and carers on premises such as hospitals, care homes, GP & dental surgeries and others. Enter and View visits can happen if people tell us there is a problem with a service but equally, they can occur when services have a good reputation – so we can learn about and share examples of what they do well from the perspective of people who experience the service first-hand.

In 2021/22 we are looking at Covid19 response and recovery in Health and Social Care. Together with our cross-cutting interest in lesser heard voices, we decided to visit locations where community opportunity services are provided. These had to close in 2020 at the height of the pandemic and then adapt to changing circumstances as they opened through 2020 and 2021.

We wanted to hear from those who attended this provision in Buckinghamshire; what they gained from the experience and how it promotes wellbeing and self-reliance, one of the aims of [Our Ambition | Buckinghamshire Council \(buckscc.gov.uk\)](#). In this strategy, Buckinghamshire Council are looking to develop 'meaningful and appropriate day and employment opportunities in the community to enable people to live fulfilling lives. We want to support a culture of choices for individuals rather than the current culture

of dependency and having to fit into services.’ We also wanted to identify good practice and ways to improve service delivery.

Reports for visits can be accessed here via the reports section of our website here;

[Results Archives – Healthwatch Bucks](#)

Our strategic priorities for 22/23

Our annual priorities help us understand what areas we will focus on. They also help us to target our efforts.

This includes our engagement with lesser-heard groups; engagement with other organisations; which meetings we go to and which individuals we talk to; and what projects we do.

Following consultation with staff and volunteers, the Board has agreed that we should have the following priorities for 2022-23:

- Health Inequalities
- Social Care (with a particular focus on dementia)
- Primary Care

We will also take a cross-cutting interest in:

- Digital delivery in health and social care
- Community Engagement

We have put together a report that sets out how and why Healthwatch Bucks has chosen its Strategic Priorities for the year. This is because it will help our partners and the public to understand our choices.

<https://www.healthwatchbucks.co.uk/2022/04/our-strategic-priorities-for-2022-23/>
