

OX12 INFORMATION & DATA GROUP

Who we are

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To compile an information pack for the solutions building and development of options phase of the framework:

- Review the available data and information
- Sense-check the data
- Identify gaps or issues with data
- Organise and structure the data pack to support discussion and solution building

We agreed a way of organising the data so it is easier to use

We worked through the data and discussed:

- is it fact?
- is it anecdote?
- is it reported experience?
- when is the data from?
- where is the data from?
- what does the data tell us?
- what concerns do we have with the data?
- what data is missing?

We reviewed the data against the “four pillars”

OX12 Pack on a Page

Key themes : Bite size data pages 6 - 9

Who we are

START WELL

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LIVE WELL

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AGE WELL

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END WELL

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Throughout the
life course

Mental Health
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Learning disability
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Long Term
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The mix of the
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OX12 Future
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Factors affecting health

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Housing

Travel & Transport

Leisure & open space

Environment

Education

Jobs and work

Lifestyle

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Weight

Type of diet

Smoking behaviours

Level of alcohol

Consumption

Exercise

Health and Care Services

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Use of health services

Use of social care services

Innovation and best

practice pg 21

OX12 People and places

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Buildings

Community & social groups

Third sector

Faith communities

Data covers different population groups:

Residents of OX12

Residents registered with Newbury and Church Street GP practices

Residents in specific wards

Residents of Vale of White Horse

Data comes from different sources:

Oxford Health and OUH patient record systems

National and local public health data

Oxfordshire County Council

Vale of White Horse District Council

Oxfordshire Clinical Commissioning Group

National algorithm compared with local experience (e.g. travel times)

Data is specific rather than “whole person”

Disease groups e.g. diabetes

Factors e.g. smoking rates

Data comes from different time periods:

e.g. Census data from 2011 (although annual updates)

Historic activity data (e.g. how many people went to the JR last year)

Data is not qualitative/experiential

Data does not predict impact

Matching the pack to the discussion areas

Promoting and developing health and wellbeing across all life stages

How can we promote and develop health and wellbeing across all life stages to ensure residents start well, live well, age well and end well?

links to life stages and cross cutting conditions

Making the best use of community resources

How do we make best use of community resources – thinking about both the physical assets and the way statutory and voluntary services could be used to innovatively meet current and future need?

links to four pillars (Ox12 people and places and health and care services)

The impact of a changing population on demand and need

How do we best manage current and future demand and pressure on services?

links to “who we are” now and future growth and four pillars (factors affecting health and lifestyle)

Travel and Transport

How do we tackle the travel and transport issues both within and outside OX12?

links to four pillars (factors affecting health)

The views of local people

Julie Mabberley

Chair

OX12 Stakeholder reference group

How has the community shared their views?

A number of surveys of the local population have been undertaken since 2017. This has formed a broad view of the key concerns for the community:

- Wantage Town Council Health Survey – 2017
 - 2014 responses received
- Wantage and Grove Healthwatch Survey – 2018
 - 512 people and received a total of 382 comments
 - <https://healthwatchoxfordshire.co.uk/wp-content/uploads/2018/10/Wantage-Report-FINAL.pdf>
- OX12 future Health and Care needs Survey 2019
 - 1303 responses received
 - <https://consult.oxfordshireccg.nhs.uk/consult.ti/OX12survey/consultationHome>

How has the OX12 Project involved the community?

- OX12 Stakeholder reference group, representing:
 - local parishes
 - town council
 - county and district council
 - Voluntary sector
 - patient participation groups at the Mably Way Health Centre
- OX12 Stakeholder reference group 'Listening event' with Senior management from Oxfordshire Clinical Commissioning Group, Oxford Universities NHS Hospital Trust and Oxford Health NHS Foundation Trust.

What have people told us?

People want local services

- 100% of our local community regard Wantage and Grove as local. Only 8% regard Didcot, Abingdon or Faringdon as local and 3% considered Oxford as local.
- When asked what services could be provided at home, the most popular answers were:
 - end of life and nursing care, with some people also mentioning GP, pharmacy, and optician services.
- The main services that people listed that they wanted to see in the local area, or in Wantage Hospital were:
 - Physiotherapy
 - A Minor Injury Unit
 - X-Ray
 - Respite/Rehabilitation
 - Maternity

Wantage Town Council Health Survey 2017

(over 1600 responses received)

- 100% of our local community regard Wantage and Grove as local. Only 8% regard Didcot, Abingdon or Faringdon as local.
- Of the services used, GP, pharmacy, dental and optician services were the most important to provide locally. Almost 80% felt it was important to provide minor injuries, A&E, outpatients and clinics locally; and over 50% would prefer eye care, physiotherapy, hearing and diagnostics to be provided locally.
- When asked what services could be provided at home, the most popular answers were the provision of end of life and nursing care, with some people also mentioning GP, pharmacy, and optician services. There was no overwhelming indication that respondents wanted other services to be delivered at home.
- Out of 1570 respondents, 35% had used services provided at the community hospital in the past 5 years. There was strong support for all the services specified in the survey to be provided at the Community Hospital.

Wantage Town Council Health Survey 2017

(continued)

When asked what services could be improved, the majority of comments covered these topics:

- It's too difficult and takes too long to get a GP appointment. Increase local GP/dentist capacity to meet rising local population instead of squeezing it
- Keep or provide more services available locally.
- Provide local MIU and A&E (with x-ray)
- Maintain/expand Community Hospitals to relieve bed blocking, palliative care, maternity, x-ray and other

Wantage and Grove Healthwatch Survey 2018

- There is concern about insufficient provision at the Wantage Health Centre on Mably Way, people would like to see a bigger GP surgery in Wantage especially due to the growth in housing;
- There is concern about the new houses being built without the additional resources, people were worried about the capacity of the Health Centre with the extra patients and no expansion saying they are already at bursting point.
- Public transport has been reduced and no longer meets some residents' needs, this is having an impact on people's independence and sense of loneliness and isolation.
- GP's don't always refer to Child and Adolescent Mental Health Service (CAMHS) quickly enough and the waiting lists are long when they do, concerns were centred around the very long waiting times.
- Residents would like to see the Community Hospital be reopened.

“There was very strong feeling in Wantage and Grove about the Community Hospital. ... There was great concern about losing services in the local community saying the hospital should reopen to provide a Minor Injuries Unit, physio and respite. Older people were being sent all over Oxfordshire for these services which resulted in fewer visitors as it was harder for friends and family to get to them. We heard a Minor Injuries Unit at Wantage would take the pressure off the major hospitals, especially as it was so inconvenient to get to Abingdon. Some residents felt the hospital was being closed by stealth and the given reason of Legionnaires was not the truth. There were frustrations over the fact that the hospital was bought by the people of Wantage and therefore should remain open. The local population is increasing, but there is no investment in infrastructure - need more facilities not fewer.”

OX12 future Health & Care needs Survey 2019

(1303 responses)

- The main services that people listed that they wanted to see in the local area, or in Wantage Hospital were:
 - Physiotherapy
 - A Minor Injury Unit
 - X-Ray
 - Respite/Rehabilitation
 - Maternity
- Travel and Transport was a major issue:
 - People felt that the distance to travel to services outside OX12 was too far and that travel times should be considered when providing services.
 - 1139 accessed services by car, 522 on foot, 243 by public transport
 - The availability, frequency and complexity of public transport to access services was a concern causing most people to have to use cars or taxis.
 - Parking was a concern raised across all NHS sites, but specifically at the John Radcliffe Hospital.

OX12 future Health & Care needs Survey 2019

(continued)

- People stated that they wanted the Wantage Community Hospital to be re-opened, and for services to be re-instated. Some people identified specifically that they wanted Physiotherapy, Maternity, End of Life care, Respite, Rehabilitation and Minor Injuries Unit to be returned to the hospital.
- Concerns were expressed relating to waiting times to see a GP. It was felt that the Health Centre at Mably Way, should be expanded and more GPs recruited. People felt that more services could be provided at the health centre to reduce travel times.
- People felt that NHS Dentists in OX12 were at capacity and there needs to be more provision in the area.

Patient Participation Group Survey

A recent survey at the Health Centre found that 84% of visitors had travelled by car.

OX12 Listening event – September 2019

What did we hear in addition to the points raised above:

Wantage Hospital

- Concerns about the practicalities of moving to a model where people recuperate at home or in a nursing or care home. These approaches require the right staff and equipment to be available.
- Many stakeholders expressed concerns about the length of time the inpatient beds have been temporarily closed and the lack of a clear timescale for a decision about their future.
- Legionella was given as the sole reason for the temporarily closure of the inpatient beds. The use of the hospital for maternity and physiotherapy services indicates that robust processes are in place to manage any risks associated with the disease so there is no rationale for continuing to keep the beds closed.

OX12 Listening event – September 2019

(continued)

Primary Care

- Stakeholders have been told that the plans are with the 'district valuer' but very little other information has been shared. Stakeholders feel they are constantly waiting to find out what is planned.
- There is currently a delay getting repeat prescriptions at the Newbury Street Practice and this has been attributed to a shortage of GPs.
- The issue of waiting times to see GPs was raised. This can be six weeks. It was felt that difficulties in getting appointments might deter patients calling the surgery and may lead them to wait until their health need becomes more serious.
- Concerns were also expressed about the current triage by reception staff and the move towards telephone appointments.
- Issues of travel and transport were also raised

OX12 Listening event – September 2019

(continued)

Alternative Community Transport

- There was consensus from all stakeholders that Wantage Independent Advice Centre provide an excellent community transport service. However, they require notice to organise drivers and this means they are unable to accommodate appointments when they are given at short notice.

Loneliness and Isolation

- Specifically the importance of tackling loneliness and isolation.

More local services

- There was a consensus from the meeting that making treatment more locally available would make a big difference and would help overcome some of the transport issues. In particular that, wherever possible, both treatments and outpatient appointments should be provided locally.