



**Oxford Health**  
NHS Foundation Trust

A collage of various healthcare-related images in shades of blue and white. It includes a close-up of a medical drip chamber, a person's face in profile wearing a headset, a hand holding a stethoscope, and other medical equipment. The images are arranged in a grid-like fashion with some overlapping.

# **OXFORD HEALTH IN NUMBERS**

## **2022/23**

# Welcome

## to Oxford Health in Numbers for 2022/23

### Here's our latest picture of Oxford Health,

telling the story of our organisation, our staff and the services they provide to the 2.3 million people living in our area.

We've tried to keep things simple, though the NHS is complicated. We'll update next year so we can compare and – we hope – better measure progress. We welcome your feedback on how to make the facts and figures clearer.

### The next few pages will set out:

- The **where and what** of our services
- Their **impact**
- How we **improve quality**
- The vital role of **research**, the pursuit of evidence, education and training
- Who our **teams** are how we **support** them
- How we manage **public money**

### This is the first edition of Oxford Health in Numbers

with baseline data that we will use to show how things change over time. It will add to the various ways we try to keep you informed about activities, on our website and through the formal documents we publish each year.

We hope you will find Oxford Health in Numbers an interesting read, of use to patients and the public, helping you better understand what we do and to hold us accountable.



**David Walker**  
Chair



**Nick Broughton**  
Chief Executive

# Our services: An overview

**Oxford Health is one of the largest NHS trusts in the country** providing mental and community physical health services. We provide physical, mental health and social care for people of all ages across Oxfordshire, Buckinghamshire, Swindon, Wiltshire, Bath and North East Somerset. Rated as **good overall** by the Care Quality Commission, our teams care for adults and children of all ages, from young babies to those who are elderly.

Our services are delivered at community bases, hospitals, clinics and in people's homes. We focus on delivering care as close to home as possible.

In everything we do, we strive to be caring, safe and excellent.

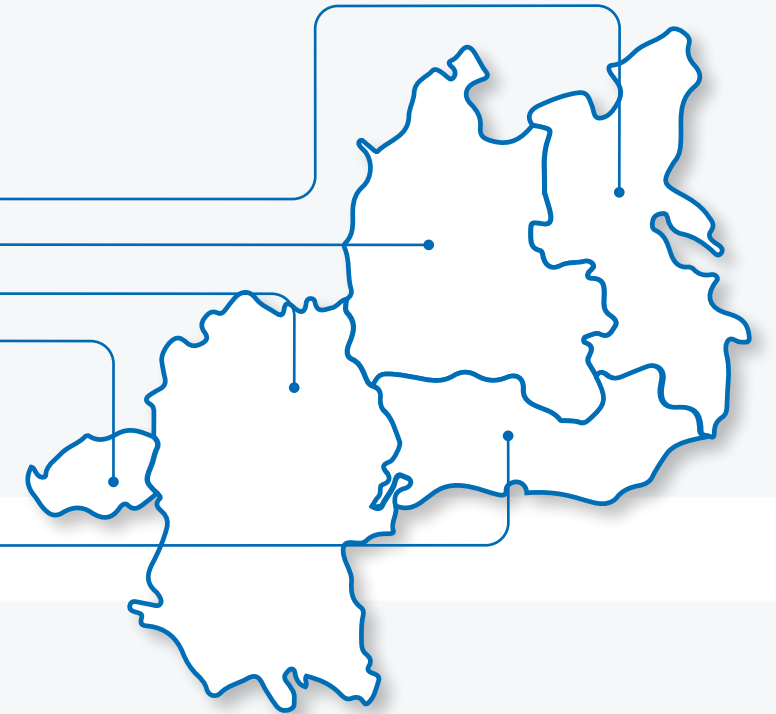
Oxford Health in Numbers sets out not just what services we provide and where, but an overview of some of the impact our staff have on the health of the populations they service.

To find out more, please just go to our website: [www.oxfordhealth.nhs.uk](http://www.oxfordhealth.nhs.uk)

## What and where

Counties we cover:

- Buckinghamshire
- Oxfordshire
- Wiltshire and Swindon
- Bath and North East Somerset
- West Berkshire



## Patient impact



**1,406,402**

Total attended contacts delivered by Oxford Health staff in 2022/23



**194,819**

The caseload held by Oxford Health staff as of 31 March 2023



**2,615**

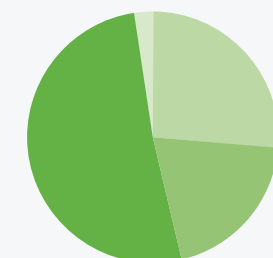
Total number of admissions to Oxford Health services in 2022/23

**150 sites**  
**6,500 staff**

## Quality Improvement

During 2022/23, we received 2,222 compliments and 200 formal complaints\*:

*\*Of the 200 formal complaints, 75 investigations were still underway at the end of March 2023*



- 33 were not upheld
- 25 were upheld
- 64 were partially upheld
- 3 no evidence either way



# Our services: What and where

Here at Oxford Health, we provide:

- **Mental health, autism and learning disability services** in Buckinghamshire, Oxfordshire and West Berkshire, along with Swindon, Wiltshire, Bath and North East Somerset
- **Primary, community and dental care services** across Oxfordshire (including planned, preventative and urgent care), along with vaccination services for Buckinghamshire, Oxfordshire and West Berkshire

and one for Bath and North East Somerset, Swindon and Wiltshire Integrated Care Systems – showing the main bases for our services. **These do not include community-based teams** who may work out of these bases, but care for people in their own team or at other sites, such as health centres. Between them our **6,500 staff**, who work from around **150 sites**, provide direct services to **2.5 million people**. In the last year alone, **1.3 million people received care from us**, whether in our mental health wards, eight community hospitals, clinics or in people's own homes.

Set out on this spread are three maps – two for the Buckinghamshire, Oxfordshire and Berkshire West

## Bath and North East Somerset, Wiltshire and Swindon

Our main sites where we provide **mental health, autism** and **learning disability** services:

- Temple House, Keynsham
- Melksham Hospital, Melksham
- Savernake Hospital, Marlborough
- Salisbury District Hospital, Salisbury
- Marlborough House, Swindon



150 sites  
6,500 staff

## Oxfordshire

Our main sites where we provide **primary, community** and **dental care** services:

- Abingdon Community Hospital, Abingdon
- Horton Hospital, Banbury
- Orchard Health Centre, Banbury
- Bicester Community Hospital, Bicester
- Bicester Health Centre, Bicester
- Chipping Norton Hospital, Chipping Norton
- Cowley Health Centre, Cowley
- Raglan House, Cowley
- Didcot Community Hospital, Didcot
- Townlands Hospital, Henley-on-Thames
- Blackbird Leys Health Centre, Oxford
- East Oxford Health Centre, Oxford
- Oxford City Community Hospital, Fullbrook Centre, Oxford
- Wallingford Community Hospital, Wallingford
- Wantage Community Hospital, Wantage
- Wantage Health Centre, Wantage
- Nuffield Health Centre, Witney
- Witney Community Hospital, Witney



## Buckinghamshire, Oxfordshire and West Berkshire

Our main sites are where we provide **mental health, autism** and **learning disability** services:

- Abingdon Hospital, Abingdon
- Amersham Health Centre, Amersham
- Stoke Mandeville Hospital, Aylesbury
- Whiteleaf Centre, Aylesbury
- Orchard Health Centre, Banbury
- Julia Centre, Bicester
- Raglan House, Cowley
- Ridgeway, Didcot
- Prospect House, High Wycombe
- Saffron House, High Wycombe
- Milton Keynes Hospital, Milton Keynes
- East Oxford Health Centre, Oxford
- Fulbrook Centre, Oxford
- Elms Centre, Oxford
- Littlemore Mental Health Centre, Oxford
- Manzil Resource Centre, Oxford
- The Slade, Oxford
- Warneford Hospital, Oxford
- Wallingford Community Hospital, Wallingford
- Nuffield Health Centre, Witney



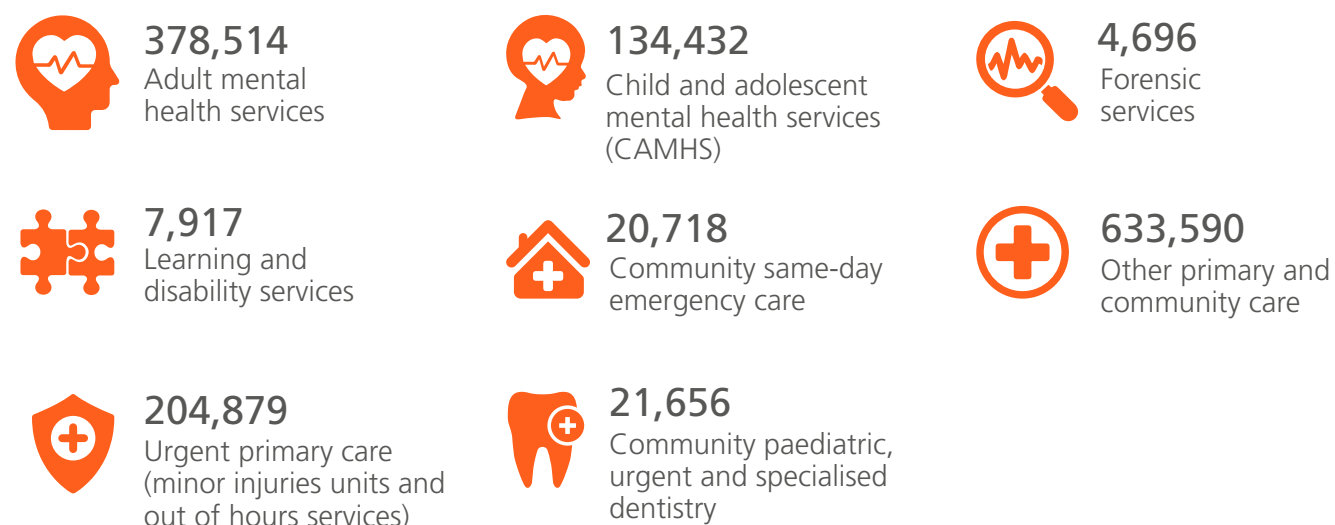


# Our services: Patient impact

This section of Oxford Health in Numbers sets out the numbers of people seen by our teams across our **mental and community health services**, along with information on case-loads and admissions. We look at the number of patients our staff supported in 2022/23, the actual number of patients in our care as of 31 March 2023 and the number of patients admitted to hospital in 2022/23. Between them, this information gives a sense of the role we play in keeping people well and safe.

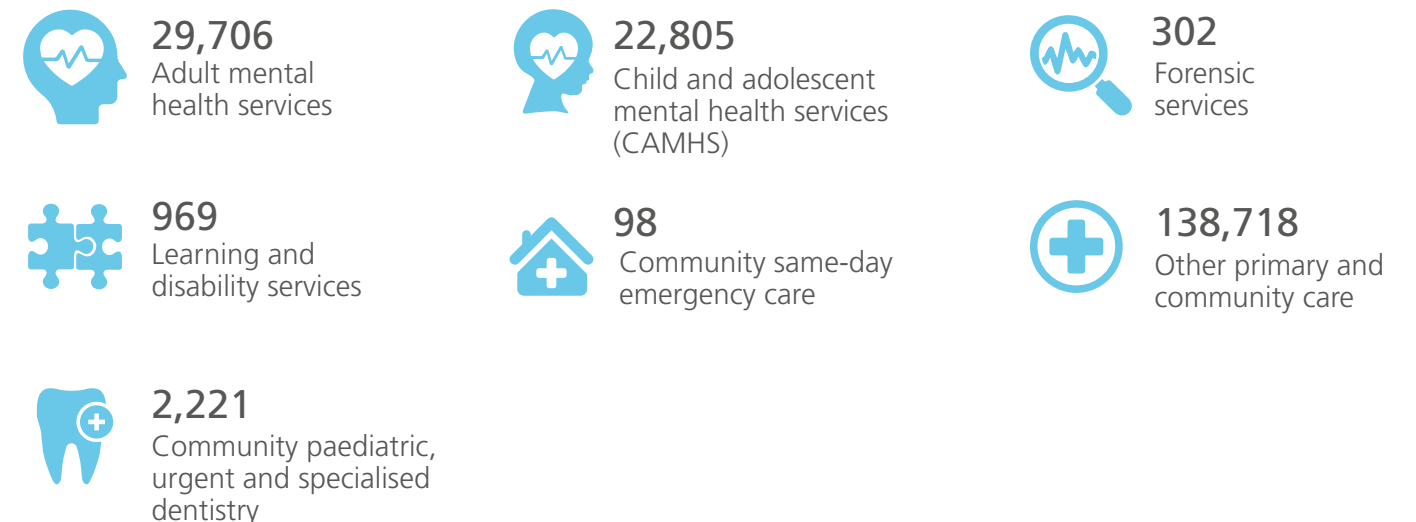
During 2022/23, some NHS clinical systems were affected by a hacking event experienced by the national supplier, which included those used by Oxford Health. Due to this outage, and only where necessary, a statistical approach was taken to provide final figures for the year.

## Total attended contacts delivered 2022/23<sup>1</sup>



<sup>1</sup>The data above reflects the number of contacts/appointments that there were delivered as part of patient care and not individual patients. Given the nature of the conditions being supported, some patients will have had multiple contacts/appointments over the course of a year.

## Caseload (all referrals) as of 31 March 2023<sup>2</sup>



## Admissions in 2022/23<sup>3</sup>



<sup>2</sup>The data above reflects a count of active episodes of care, not individual patients. For example, a patient could be supported by both Oxford Health's district nursing and podiatry teams, which would be counted twice. It is appropriate to count caseload in this way as it reflects the true volume of care being delivered by Oxford Health.

<sup>3</sup>Please note that some patients may be admitted to hospital more than once over the period of any given year.

# Our services: The quality of our services

## How do we know the quality of our services?

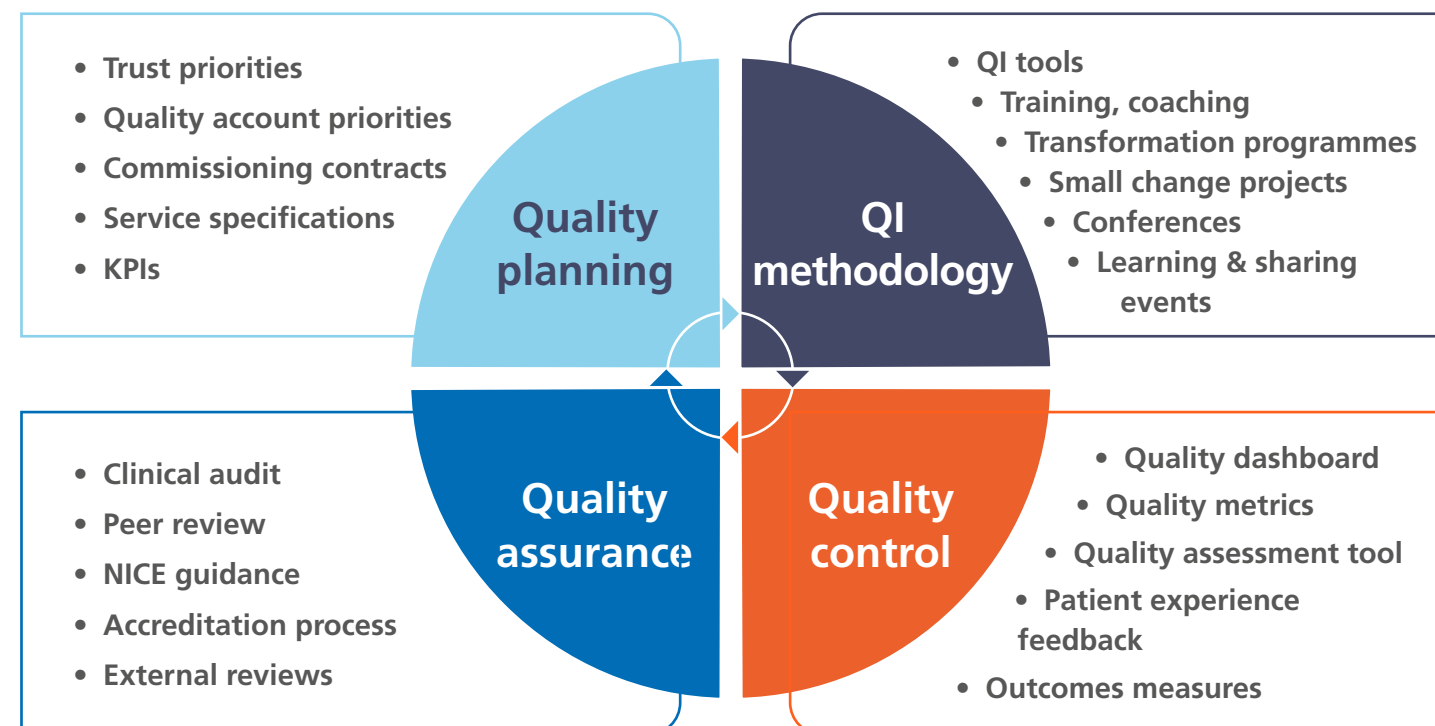
All NHS providers are required to produce an annual **'Quality Account'** about the quality of services provided. The Account looks back on how well we have done in the past year at achieving our goals.

It also **looks forward to the year ahead** and defines what our priorities for quality improvements

will be and how we expect to achieve and monitor them. The priorities are determined through:

- National drivers for improvement
- Local areas of focus for improvement
- Patient and family feedback; patient safety incident feedback

## Quality is monitored within the wider Quality Management System:



The Trust's Performance on the 2022-23 priorities was **70% achieved** with three of the priorities carried forward to form part of 2023-24 priorities.

In addition to the Quality priorities, we have a variety of mechanisms to **ensure delivery of high-quality safe services** such as:

### Patient surveys

We seek continuous feedback from people using our services and working within our services through patients' surveys, carers, family, and friends' test.

**Numbers collected for 2022-23:**

Number of Trust-wide responses gathered through I Want Great Care (IWGC):

**15,146**

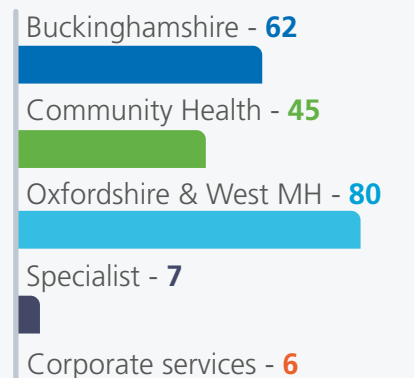
Average star rating: 4.75 / 5



### Patient Advice and Liaison Service (PALS)

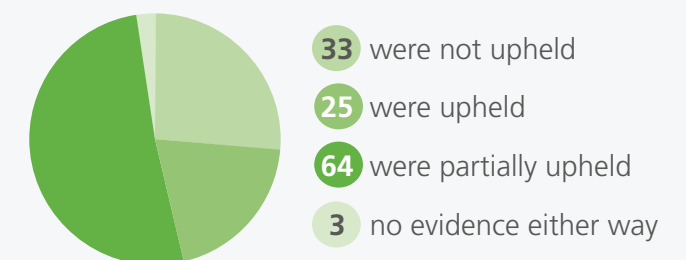
*Contacts made by members of the public 2022/23.*

We receive feedback from compliments, complaints and concerns raised with PALS. During 2022/23, **2,222 compliments** and **200 formal complaints** were received, with the latter shown here broken down by directorate:



During 2022/23, we received 2,222 compliments and 200 formal complaints\*:

*\*Of the 200 formal complaints, 75 investigations were still underway at the end of March 2023*



**Clinical audits** are undertaken to systematically review the care that the Trust provides to patients against best practice standards. Based upon audit findings, the Trust takes actions to improve the care provided.

**In 2022-23 we participated fully in 12 national audits** (results pending and fewer than usual due to the hacking of national clinical systems explained on [page 8](#)). We also have a local audit plan to drive local improvement work.

During 2022/23 **110 local audits** were registered on the central system.

We also have a well-established peer review programme for services within the Trust with **80% of peer reviews completed during 2022-23**. We have 80% of our services accredited with external accreditations.



## How do we make our services better together?

We use this information to help inform us to know where we need to make our services better for our patients, their families, carers and our workforce.

To improve the safety and quality of the standard of care for the services we deliver, we are embedding a quality improvement (QI) approach to help us make our services better by working together with patients, their families and carers.

**Total numbers** of trust staff, patients and carers **trained in Quality Improvement** during 2022/23:



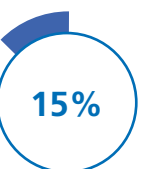
**Total numbers** of **QI initiatives** during 2022/23:



From May 2022/23 Level 1 QI training was offered to patients and carers to encourage participation and partnership working to improve care and services.

During 2022/23:

**15% of QI initiatives actively involved patients and carers.**



# Research and education

**Our research explores** a wide array of mental health conditions, including depression, anxiety, bi-polar disorder and dementia. We seek to discover new treatments and how to implement our existing knowledge. As leaders in research, we work closely

with our partners to translate their findings into clinical care. This enables people using our services to benefit from the latest advances in healthcare – use these links to find out more:

NIHR Oxford Health Biomedical Research Centre

[oxfordhealthbrc.nihr.ac.uk](https://oxfordhealthbrc.nihr.ac.uk)

NIHR Oxford Cognitive Health Clinical Research Facility

[oxfordhealthbrc.nihr.ac.uk/clinical-research-facility](https://oxfordhealthbrc.nihr.ac.uk/clinical-research-facility)

NIHR Applied Research Collaboration Oxford and Thames Valley

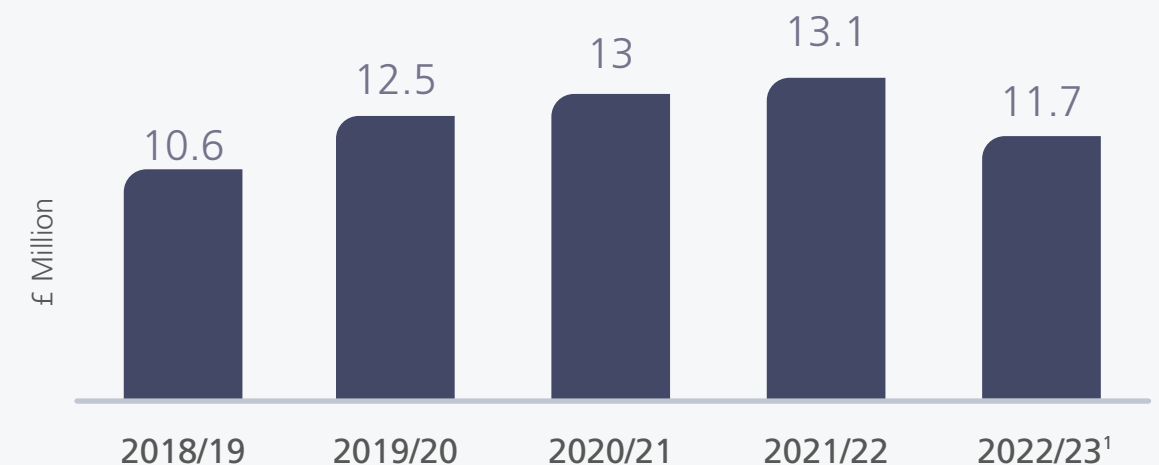
[arc-oxtv.nihr.ac.uk](https://arc-oxtv.nihr.ac.uk)

NIHR Community Healthcare MedTech and In vitro Diagnostics Co-operative

[www.community.healthcare.mic.nihr.ac.uk](https://www.community.healthcare.mic.nihr.ac.uk)



## Research funding received by Oxford Health over the last five years:



<sup>1</sup>The fall in funding received in 2022/23 was due to a combination of lower research capability funding and vaccine-related study income, which was off-set partially by increased infrastructure funding.

## Studies recruitment over the last five years\*:



<sup>2</sup>Refers to the numbers of people who are recruited to take part as participants in specific research projects.

<sup>3</sup>The fall in participants recruited to take part in research studies reflects one of the impacts of the Covid-19 Pandemic.

<sup>4</sup>The figures included a large number of participants (551) recruited to an Identifying Child Anxiety Through Schools study in 2021/22, as well as the Oxford Monitoring System for Attempted Suicide study recruiting 126 people less in 2022/23 than the previous year.



## Medical and dental placements

Oxford health provides both undergraduate and postgraduate medical opportunities and is the biggest placement provider of mental health placements for doctors in the Buckinghamshire, Oxfordshire and West Berkshire integrated care system.

The figures provided below are for 2022/23:

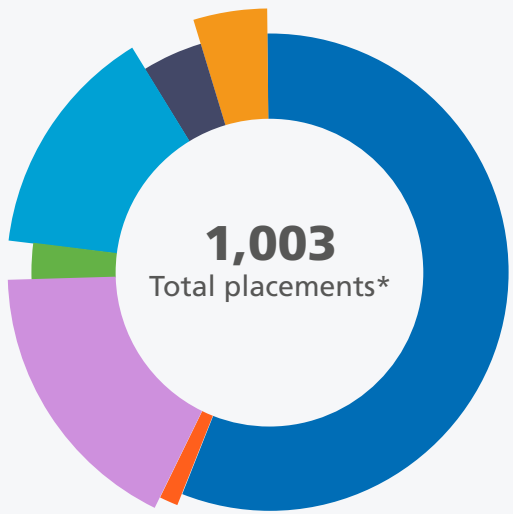
- 106 psychiatry placements
- 2 medical placements
- 3 dental placements

In total, during 2022/23, these placements were used to support more than 200 doctors and dentists in training.

## Nursing and allied healthcare professionals placements

Number of placements provided in 2022 - 2023

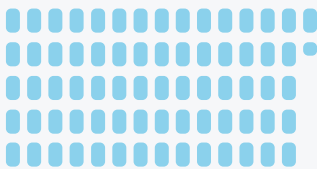
- Mental health nursing  
561
- Learning disability nursing  
10
- Adult nursing  
175
- Child nursing  
26
- Apprentice nurse placements  
144
- Paramedics  
41
- Occupational therapists  
46



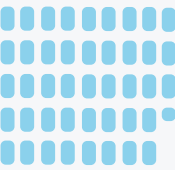
\*these are total numbers of placements, with some students with us for more than one placement in the year

## Apprenticeships and other training

357 people started or continued on an apprenticeship across a range of over 20 different apprenticeship programmes (ranging from level 3 to 7 studies).



218 people undertook level 7 master module studies. (186 of these were Oxford Health staff and 32 of whom are from outside the Trust, thus creating an income generation opportunity)



153 people completed a level 2 qualification in Maths or English



# Our people

**Our staff are at the heart of everything that happens at Oxford Health.** Put simply, great staff provide great care. Here you will find several info-graphics that between them describe the breadth and nature of our workforce, and how we have supported them over the last year.

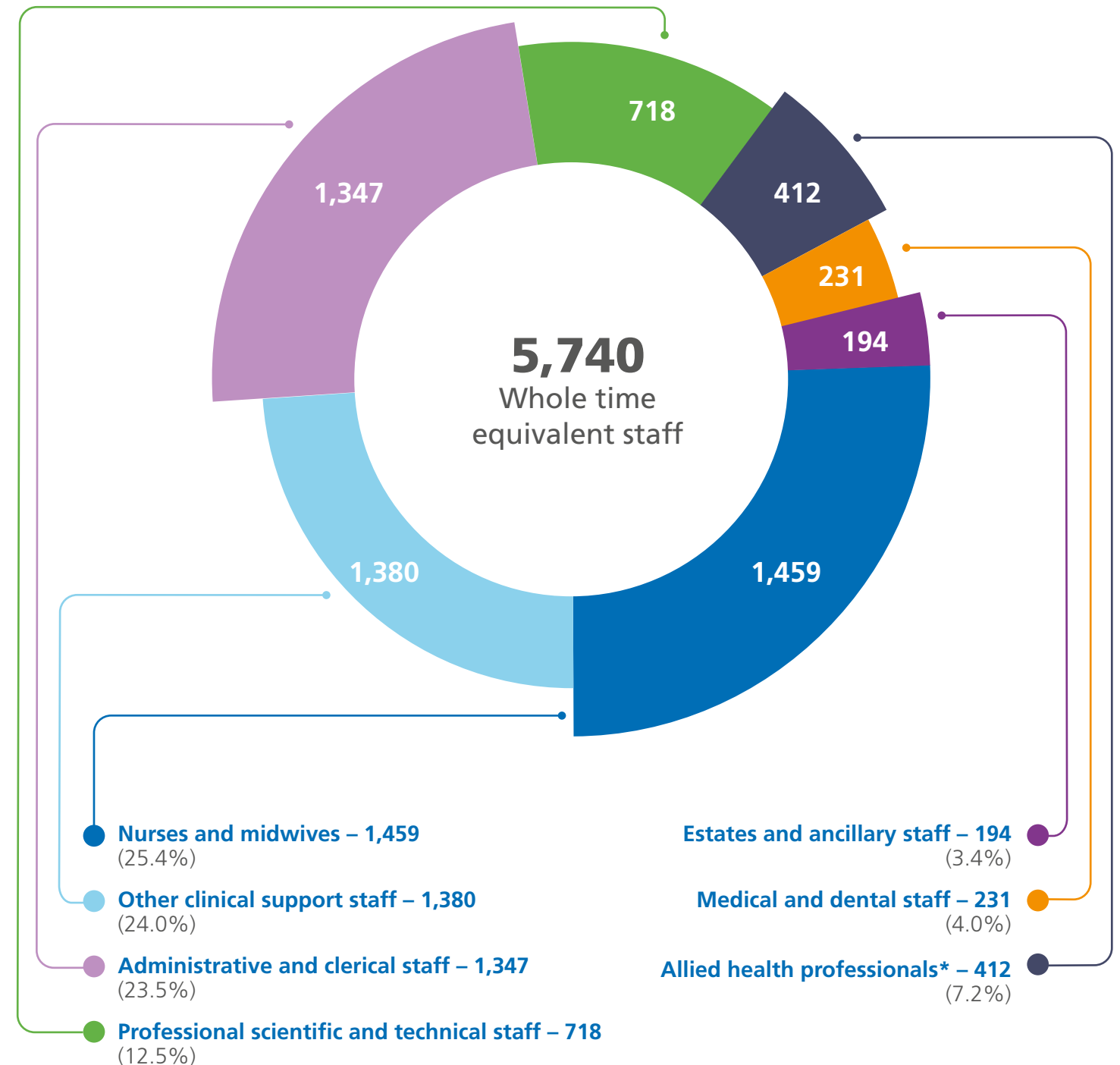
Just so you know, some of our staff are full-time and others work part-time. To keep things consistent, we use a statistic called whole time equivalents.

Often shortened to WTE, is a way to measure the numbers of staff we employ in a way that makes tracking changes over time easier, and helps when making comparisons with other organisations. Doing so, takes into account the number of hours per week worked by each member of our staff.



## Professions at Oxford Health

Oxford Health has some **6,500 people**, or **5,740** whole time equivalent staff, made up as follows:



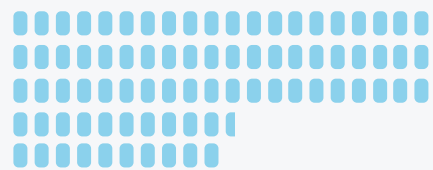
\*e.g physiotherapists, occupational health therapists, etc.

## Workforce diversity: gender, ethnicity and disability

Rounded up to the nearest whole time equivalent

### Gender

4,631 identified as female:



80.7%

1,110 identified as male:

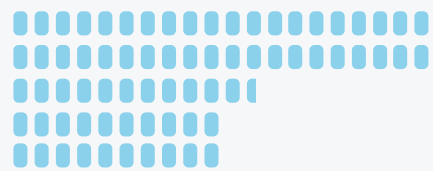


19.3%

*This data is taken from the Trust's electronic staff record (ESR), which only has the capacity to record male and female characteristics. As a Trust, however, we recognise the huge diversity around gender equality and support colleagues to bring their true selves to work.*

### Ethnicity

4,122 identified as white:



71.8%

1,265 identified as black / minority ethnic group:

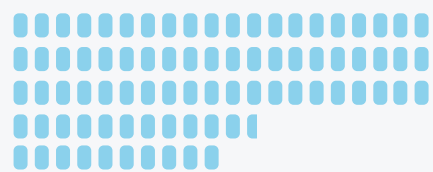


22%

*\*The ethnicity of some 353 WTE staff is not recorded*

### Disability

4,699 did *not* declare a disability:



81.9%

324 declared a disability:



5.7%

*Please note: that although we work hard to make people feel able to share this information, our staff have the right to withhold such information should they wish)*

## Keeping our promises to our staff

How we scored in the national **NHS staff survey results** from 2021 and 2022\*

**Despite the significant challenges** that faced the NHS as everyone worked to recover services, our staff survey results held up well:

● 2021  
● 2022

**We are compassionate and inclusive**



**We are recognised and rewarded**



**We each have a voice that counts**



**We are safe and healthy**



**We are always learning**



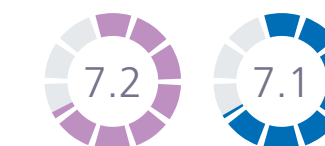
**We work flexibly**



**We are a team**



**Staff engagement**



**Staff morale**



*\*All scores are out of a maximum of 10*

# Our money

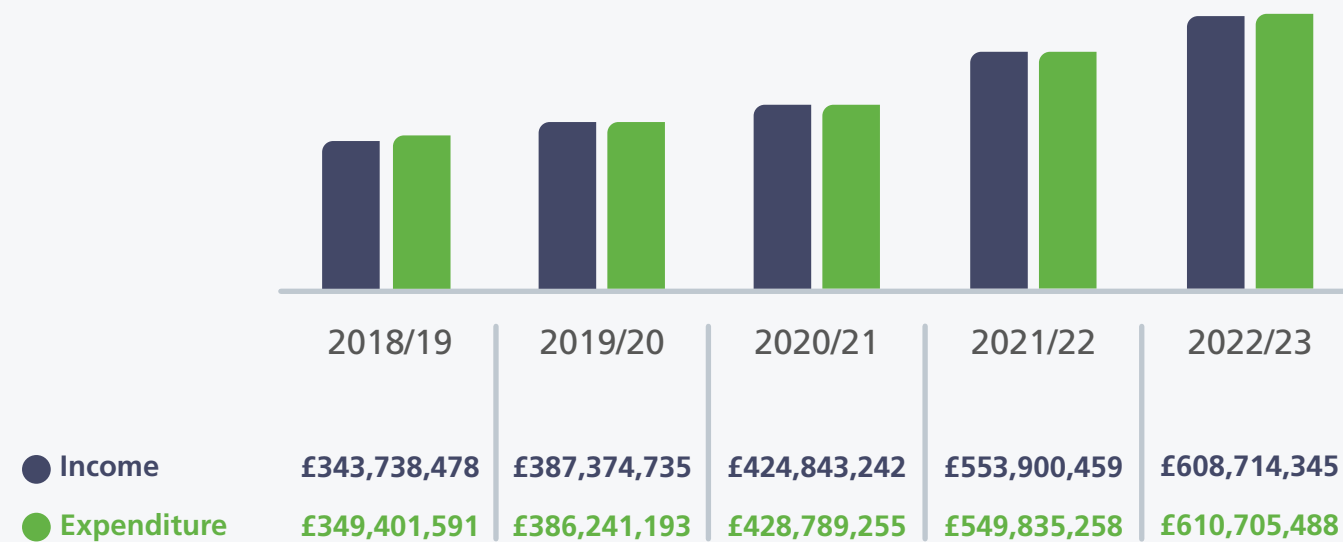
**We spend taxpayers money** and not only are we accountable for how, where and when that money is spent, we need to be transparent so both local people and those who regulate our services can see that our funding is spent wisely.

Below are three info-graphics – one each for our income and expenditure over time, as well as how that expenditure is spent – by each of the Trust's service directorates and by category.

## Our finances

The total amount of income we receive and spend, over time.

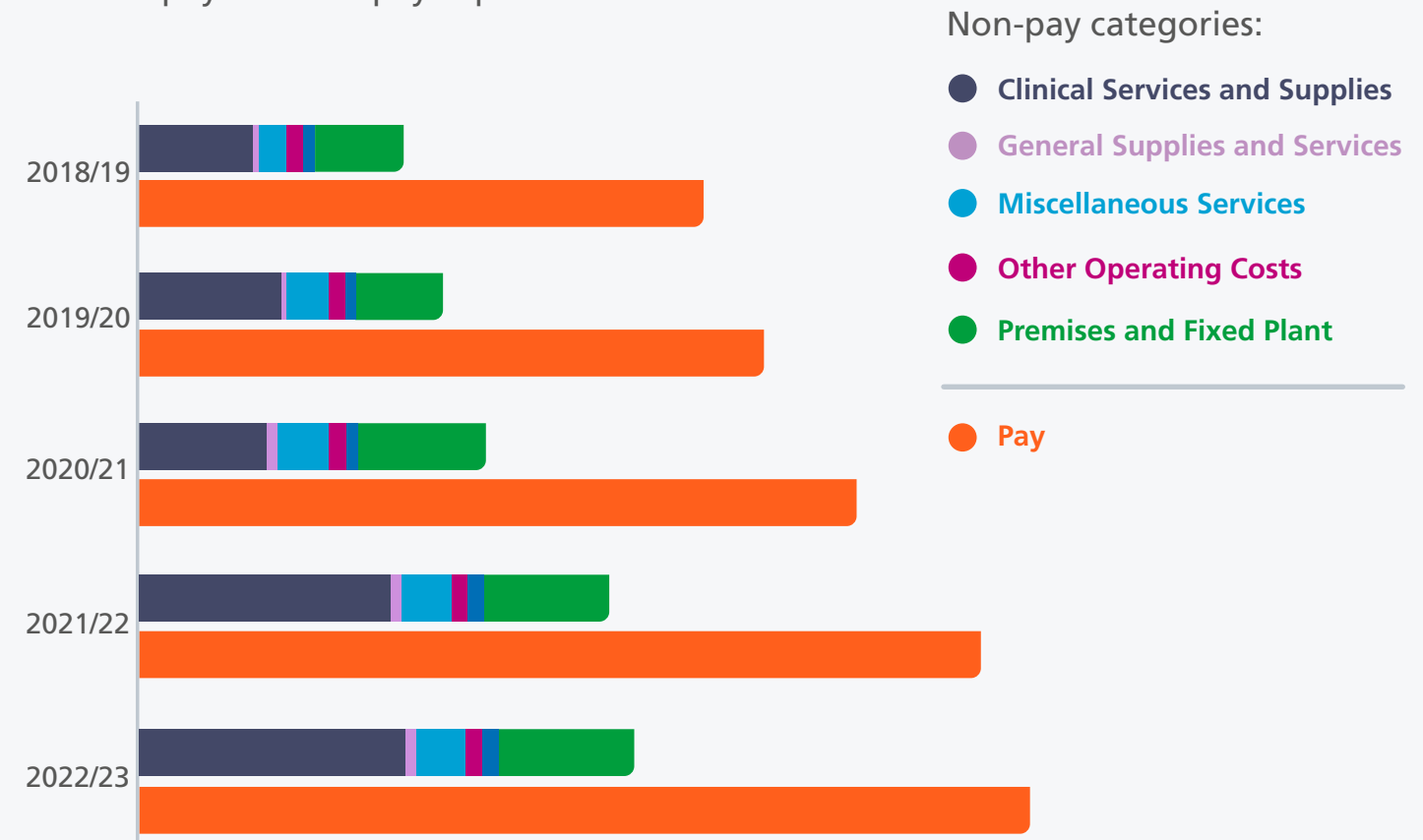
Income and expenditure by financial year:



## Our funding

How we spend the funding we receive on paying our staff and the key non-pay spending categories

Sum of pay and non-pay expenditure:



	2018/19	2019/20	2020/21	2021/22	2022/23
●	£47,758,934	£58,369,959	£51,440,280	£121,130,793	£156,030,736
●	£3,436,163	£3,260,964	£4,689,893	£5,050,811	£5,209,563
●	£10,122,916	£16,195,828	£19,451,674	£19,103,051	£17,346,824
●	£9,895,415	£8,890,981	£8,305,940	£10,063,269	£11,379,350
●	£30,755,833	£31,472,817	£43,269,426	£41,895,871	£43,406,970
●	£247,432,330	£268,050,644	£301,632,042	£352,591,462	£377,332,045



## Our services

What each of our main directorates spend on services

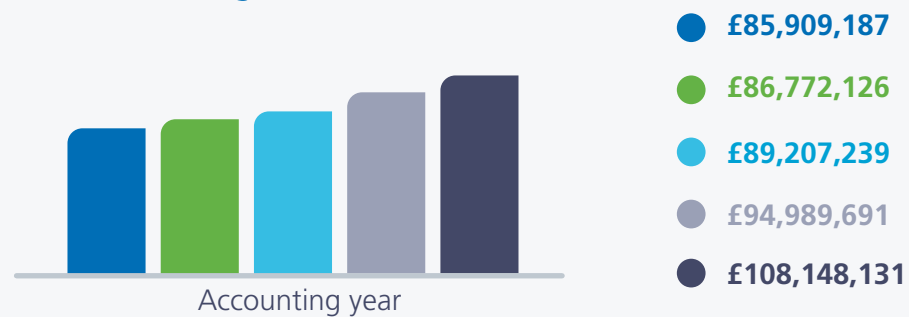
### Our main directorates are:

- Community services
- Corporate
- Mental health
- Provider collaborative commissioning
- Research and development
- Other

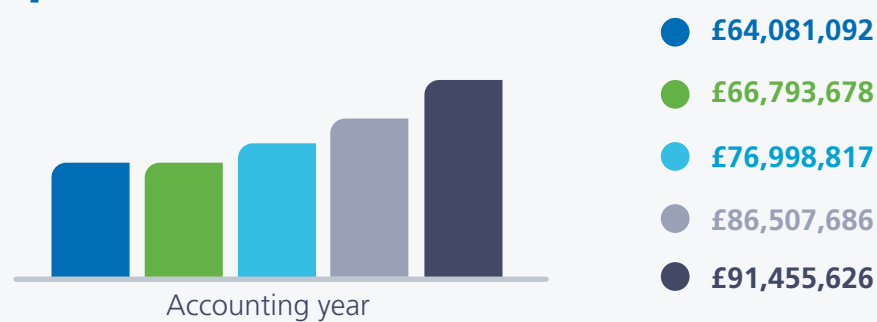
### Accounting year

- 2018/19
- 2019/20
- 2020/21
- 2021/22
- 2022/23

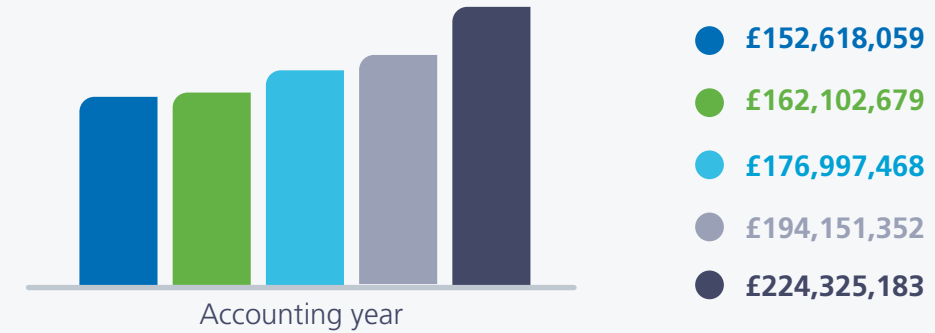
## Community services



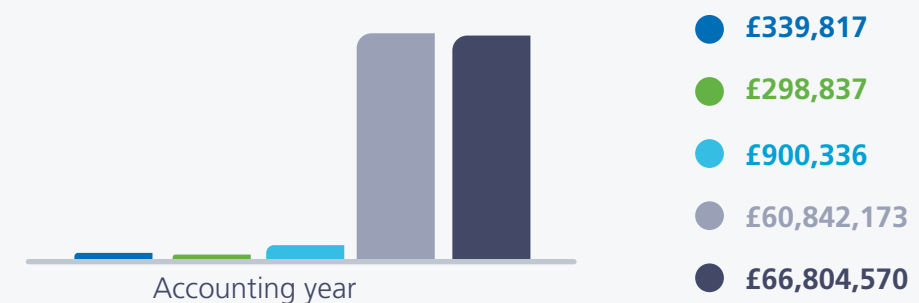
## Corporate



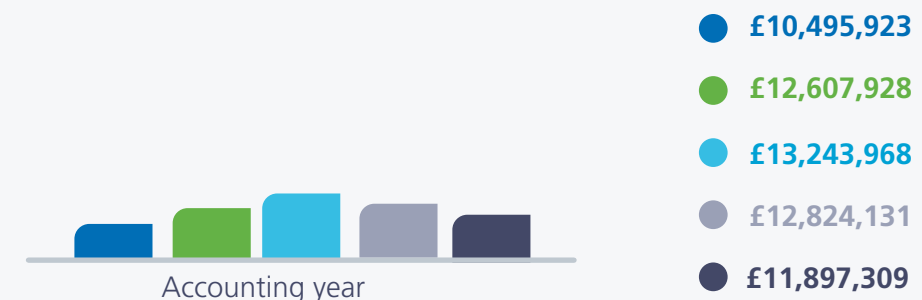
## Mental health



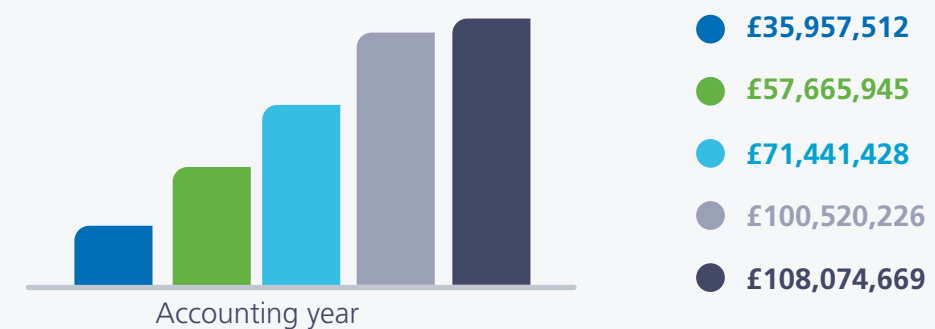
## Provider collaborative commissioning



## Research and development



## Other\*

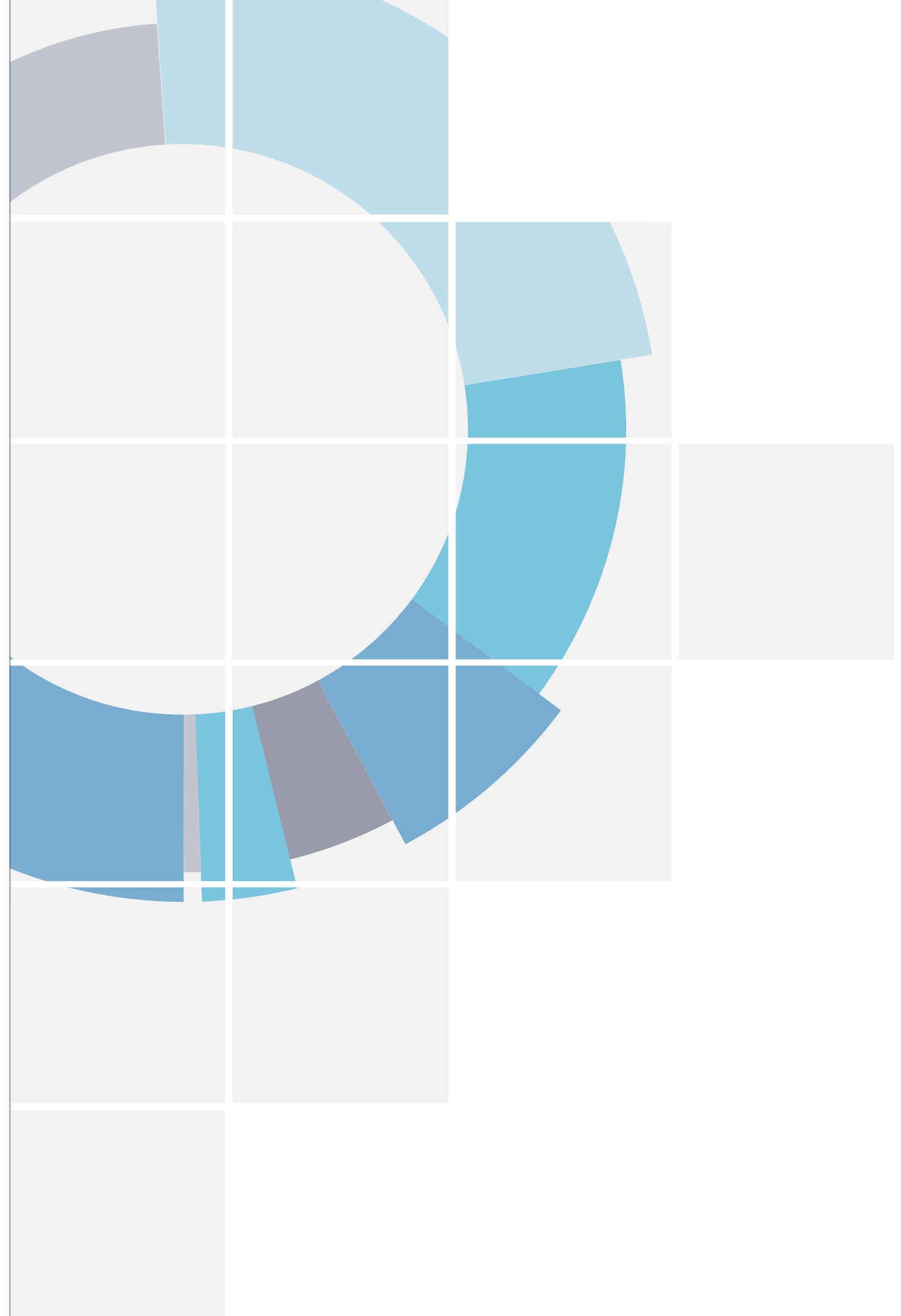


\*Mainly covers Covid-19 prevention and vaccination activities, as well as the Oxford Pharmacy Store and Academic Health Science Network (AHSN) funding.

# Find out more

To find out more about Oxford Health and the services provided by our staff, visit our website:

[www.oxfordhealth.nhs.uk](http://www.oxfordhealth.nhs.uk)





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