



Together

we're making health
and social care better

Annual Report 2022–23

healthwatch
Isle of Wight

Contents

Message from our Chair	3
About us	4
Highlights from our year	5
Listening to your experiences	10
Hearing from all communities	18
Working in partnership	23
Advice and information	26
Volunteers	28
Finances and future priorities	30
Statutory statements	31



"In the last ten years, the health and social care landscape has changed dramatically, but the dedication of local Healthwatch hasn't. Your local Healthwatch has worked tirelessly to make sure the views of local people are heard, and NHS and social care leaders use your feedback to make care better."

Louise Ansari, Healthwatch National Director

Message from our Chair

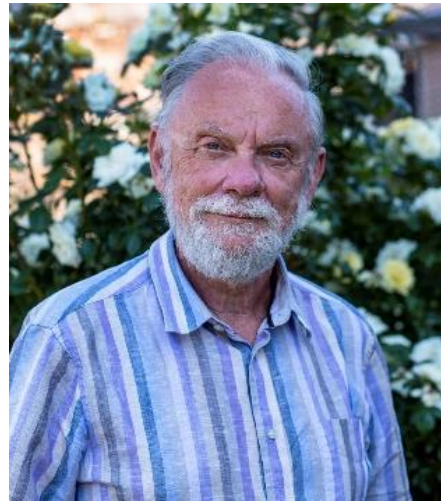
The last year has been difficult for everyone, including the providers of health and social care services, as the process of recovery after COVID developed. Against this background Healthwatch has highlighted the views and experiences of Island residents to the providers of these services.

The NHS itself has been reshaped with the creation of an Integrated Care Board for Hampshire and the Isle of Wight. Because of the nature of its work and the creation of locality and neighbourhood organisations, we have worked in a strong partnership with fellow local Healthwatch to ensure that the needs of the local populations are addressed at these levels.

Your Voice Counts

Our extensive community engagement programme has enabled us to speak to many more people in their local communities.

In sharing their experiences with us, people of the Isle of Wight have helped us to improve local services and highlight what needs changing.



Chris Orchin
Healthwatch Isle of Wight
Chair



“YOUR voice is crucial and we hope you will continue to share your experiences of current services and also concerns and observations of proposed changes in provision.”

About us

Healthwatch Isle of Wight is your local health and social care champion.

We make sure NHS leaders and decision makers hear your voice and use your feedback to improve care. We can also help you to find reliable and trustworthy information and advice.



Our vision

A world where we can all get the health and care we need.



Our mission

To make sure people's experiences help make health and care better.

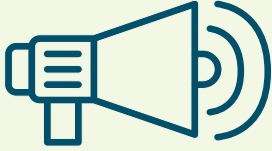


Our values are:

- **Listening** to people and making sure their voices are heard.
- **Including** everyone in the conversation – especially those who don't always have their voice heard.
- **Analysing** different people's experiences to learn how to improve care.
- **Acting** on feedback and driving change.
- **Social Justice:** We are not afraid of speaking out or challenging inequalities.

Year in review

Reaching out



2709 people

shared their experiences of health and social care services with us, helping to raise awareness of issues and improve care.

4838 people

came to us for clear advice and information about topics such as mental health and the cost of living crisis.

Making a difference to care

We published

14 reports

reports about the improvements people would like to see to health and social care services.

Our most popular report was

Waiting for Hospital Care on the Isle of Wight

which highlighted the struggles people face when waiting for hospital care



Health and care that works for you



We're lucky to have

20

outstanding volunteers who gave up **52 days** to make care better for our community.

We're funded by our local authority. In 2022-23 we received

£153,000

which is the same as the previous year.

We currently employ

3 staff

who help us carry out our work.

How we've made a difference this year

Spring



We spoke at the Care Quality Commission SE regional meeting to highlight how we can work together to make services better.



We called for improvements to community pharmacy provision, following concerns about short notice closures from the public.

Summer

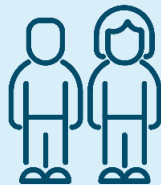


We published our Mental Wellbeing report, which supported the development of the IOW Suicide prevention and mental health strategy.



We supported GP practices to recruit new members for their patient participation groups.

Autumn



We highlighted concerns of unpaid carers to the IOW Council Health Scrutiny Committee who held a briefing to hear from unpaid carers.



We visited 3 departments at St Marys hospital to speak to patients and staff about their experience of the service.

Winter



We launched our annual prioritisation survey to find out what matters most to local people.



Teaming up with the IOW Council, IOW NHS Trust and other voluntary sector partners, together we launched the IOW dementia strategy.

Spotlight on Healthwatch Isle of Wight

This year we have been working hard to reach as many people as possible by using inclusive methods of engagement, sharing information with local people and finding new ways of listening to people's stories.

Media coverage

This year we had **31** articles published in the media, covering everything from lack of NHS dentists to the impact of our reports. They were published in the following:

- IOW County Press
- On the Wight
- Isle of Wight Radio
- Island Echo



Media Interviews



During the last 12 month, we have conducted 9 radio interviews, all with Wave 105 and covering topics such as:

- The difficulties Island people have when travelling to mainland appointments
- The impact of the cost of living crisis on local people

We have also conducted two television interviews with BBC South Today and Solent TV

Social media

1,115 people follow Healthwatch Isle of Wight on Facebook.

This year we posted 49 times and these posts were viewed over 8,000 times.

Our posts have been shared over 100 times.

We have had an increase of 65% page likes this year.



4,800 people visited our website 5,500 times this year.



10 years of improving care

This year marks a special milestone for Healthwatch. Over the last ten years, people have shared their experiences, good and bad, to help improve health and social care. A big thank you to all our Healthwatch Heroes that have stepped up and inspired change. Here are a few of our highlights:

How have we made care better, together?

Residential care homes

Following the publication of our report, the IOW Council began quality visits to all care and nursing homes and commissioners provided more support for care home managers and staff..



Unpaid carers

We highlighted the experiences of unpaid carers, identifying what would make their lives (and those of the people they care for) better.

Cancer services

People shared their experiences of cancer services, leading to us calling for better coordination between services. The IOW Council also set up a patient travel improvement group to look at travel support and information for patients..



NHS complaints

Following feedback from local people, our report 'From Pillar to Post' highlighted how many people felt unhappy with the response to their complaint. As a result, Improved complaints process and communication to patients was implemented by the IOW NHS Trust.

Dementia services

Our groundbreaking research involved speaking to people with dementia, to identify how their quality of life could be improved .





Healthwatch Hero



Celebrating a hero in our local community.

Sue is a Healthwatch Hero for bravely raising her experiences with us and creating change so that no one else had to struggle as she did.

Sue received a letter from the continuing healthcare (CHC) team stating that her son's personal assistant would have to stop all personal care with immediate effect as she was not registered with the Care Quality Commission..

We helped Sue tell her story to system leaders from the Hampshire & IOW integrated care system who contacted her several times. They also contacted the Care Quality Commission (CQC) who agreed to the personal assistant continuing with the support, subject to a good risk assessment and also subject to her either registering with the CQC or applying to join the Shared Lives scheme. They also reassured the individual that the CHC team would be receiving additional training.

Without Sue sharing her experiences with us, we would never have known about the issue. Thanks to Sue, other people on the Island will not have to live through the experience that her family did.



Listening to your experiences

Services can't make improvements without hearing your views. That's why over the last year we have made listening to feedback from all areas of the community a priority. This allows us to understand the full picture, and feed this back to services and help them improve.

Your voice counts

This year 2709 people

shared their experiences of health and social care services with us, helping to raise awareness of issues and improve care.

What have people been telling us?



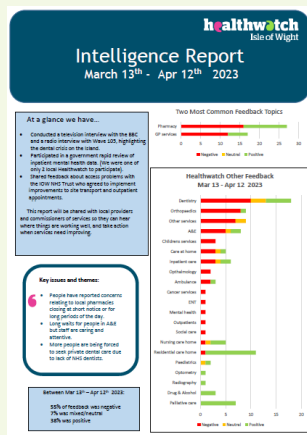
Topic/service	Common themes	Number of people who shared their experience
GP services	Lack of access to face to face GP appointments, long waits on GP telephone systems.	602
Dentistry	Lack of access to NHS dentistry.	489
Community pharmacy	Difficulties related to short notice closures of community pharmacies.	383
Orthopaedics	Long waits for hospital care	120
Residential care homes	Positive feedback about quality of care and staffing	101



"I have been having phone calls and that's all. They used to be a caring surgery."

"I don't think there are any NHS dentists left on the Island. I've been trying to find one for years."

Monthly Intelligence reports



Every month, we share our intelligence report with the local media, system leaders and voluntary sector partners.

This means that they are quickly alerted to the feedback people have shared with us during the past month. Services and commissioners can then identify early warning signs to indicate that services need improving.

We also highlight when people have positive experiences of health or social care services to celebrate and share good practice.

Better support for people waiting for hospital care

In November 2022, there were 7.19 million people waiting for consultant led elective care and this figure has been steadily rising in recent years

It has become more essential than ever, that people waiting for elective care are provided with sufficient information and support. The impact of delayed treatment cannot be ignored, potentially leaving people in pain and unable to work or function on a day to day basis.

What we did

In the spring of 2022, The Hampshire and Isle of Wight Integrated Care System asked the four local Healthwatch across Hampshire and the Isle of Wight to help them find out about the experiences of people who were waiting for hospital appointments and/or treatment.

Local Healthwatch in Hampshire, Southampton, Portsmouth and the Isle of Wight all shared a survey in their local area between May 2022 and August 2022.



We wanted to provide insight to local health services to enable them to understand the local experience of waiting, to improve effective communication with those who are waiting, and reduce the potential for harm or deterioration while people are waiting.

The survey included questions on:

- Attitudes to waiting, and the impact of waiting on people and their families.
- Information and advice received while waiting.
- Advice about health and care, and advice on waiting times.
- People's sources of advice and guidance while waiting.
- Whether people would be willing to be treated at a potential new hub in Winchester.

Who completed our survey?

200 people on the Isle of Wight completed the survey

Most respondents were aged between 65 – 79 (76).

People from all areas of the Island responded to the survey

13% (23) of people said they are unpaid carers
63% (114) of respondents were female

Postcode area	Largest number of responses
PO33 (Ryde)	19%
PO30 (Newport)	18%
PO36 (Sandown)	16%
PO31 (Cowes)	12%
PO32 (E. Cowes)	11%

Better support for people waiting for hospital care

What did people tell us?

- **Poor communication of waiting times** – Uncertainty about the length of wait for treatment was a major concern for people and impacted on their mental health and their ability to plan ahead.
- **Information, advice and support** – Many people reported a lack of information about what to do if their condition worsened or were given little or no information about how they could maintain their health and wellbeing while on a waiting list.
- **Impact of waiting** – People reported significant impacts on their physical and mental health. People told us they were having to access GP services, NHS 111 and A&E more frequently due to having to wait for treatment. Many were unable to work for extended periods of time and this had negatively affected their financial security.



“My mobility is decreasing as time goes by plus the pain increases.”

“Still sick with worry. The hospital say they don't have enough capacity to give an appointment.”

“I have no contact details for anyone at the hospital, the last outpatient appointment the doctor wasn't very helpful he just gave me more medication. My GP gave me a number for the hospital but it's just an answer phone and no one replies to your messages”.

What difference will this make?

Our report was shared with commissioners and NHS service providers.

Following its publication, the IOW integrated care system has reinvigorated the IOW Travel and Transport group to look at solutions for local people having to travel for health appointments.

All people waiting for planned hospital care/treatment, are now contacted by NHS services to give people information and advice about their treatment/procedure.

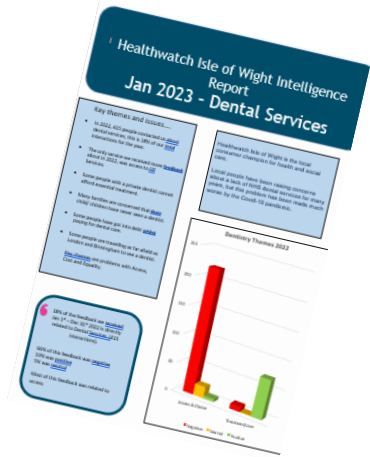
People can also access an online resource 'My Planned Care' <https://www.myplannedcare.nhs.uk/> which gives information about waiting times and local services which may offer support.

Advocating for fairer NHS dentistry

NHS dentistry is in desperate need of reform and we have been escalating people's concerns both locally and nationally.

People have been telling us about the impact that a lack of access to NHS dentals services has been having on them and their families.

We have shared our dentistry intelligence report with local commissioners and providers and also submitted this report as evidence in the government Health and Social Care Select Committee as part of their Dentistry Inquiry.



What have people been telling us?



- Many families are concerned that their child/children have never seen a dentist.
- Some people have got into debt whilst paying for dental care.
- People are travelling as far afield as London and Birmingham to see a dentist.
- Some people with a private dentist cannot afford essential treatment.



“I cannot afford private treatment. I have a broken bridge teeth hanging low in my mouth that stops me from eating properly. It upsets my wife to see me like this.”

“My teeth are falling out, I can't eat properly, in pain all the time! It's a nightmare that I never wake from. ”

What difference will this make?

The government will be publishing their Dentistry Plan later this year, following recommendations from their dentistry inquiry.

We will be holding a regional dentistry event this summer, bringing together commissioners and dental providers to identify some quick solutions to increase access to NHS dental care on the Island.

Annual prioritisation survey 2023

Healthwatch Isle of Wight plans its work based on the priorities of local people.

Every year we ask people on the Isle of Wight to complete our prioritisation survey, the top three services/topics chosen by the public then become our priorities for the forthcoming year.

This way, we can ensure that we are focusing on the issues that really matter to local people.

What we did:

In February/March 2023: we developed a survey based on the top 20 topics people had contacted us about during the previous year. The survey was available online and hard copies were available in local libraries and warm hubs across the Island.

We asked people to choose 3 topics that they would like us to focus on and to explain why they had made these choices.

We analysed the results of the survey to identify our top 3 priorities for the forthcoming year.

We also looked at the comments people had made, explaining why they had made these choices, to determine the focus of each priority we would be working on.

What people told us:

511 people from across the Island completed our survey.

- Access to services: lack of access to GP services, NHS dentistry, social care and mental health services was reported to be a concern for many people.
- Although not an option within our survey, people mentioned issues with travel and transport particularly when commenting on cancer services.



"Our local hospital – St Mary's in Newport – does not have access to all health services, so traumatized patients must travel daily to the mainland. I left home at 9:15 one day, taking two buses, one boat and a taxi, then back and arrived at 20:15. Out of these 11 hours, only three were at the other hospital."

Prioritisation survey results

Survey results

The top 3 topics chosen by the public are

1. GP Services
2. Dentistry
3. Mental Health



These topics have become our priorities for 2023/24

Travel theme		Number of people who commented	Sub topic
Access: cancer	Island residents should not have to travel to the mainland for cancer treatment	20	Travel – Although not an option within our survey, people mentioned travel and transport particularly when commenting on cancer services. We will be sharing all feedback about this topic with the IOW Travel and Transport Group to ensure people’s experiences are taken into account in the planning and delivery of services.
Access: general	More health treatment should be provided on the Island	13	
Funding	Should be helped with mainland travel costs	2	

Next steps

- This report has been shared with the IOW Council, IOW NHS Trust, IOW Integrated Care Partnership and Hampshire and Isle of Wight Integrated Care System.
- It will be published on our website and shared on our Facebook site.
- A further report bringing together the results of the prioritisation surveys from local Healthwatch in Hampshire, Portsmouth, Southampton and the Isle of Wight will be published and shared with system partners to ensure they take account of the public’s priorities.

Three ways we have made a difference for the community

Throughout our work we gather information about health inequalities by speaking to people whose experiences aren't often heard.

Creating empathy by bringing experiences to life



It's important for services to see the bigger picture. Hearing personal experiences and the impact on people's lives provides them with a better understanding of the problems.

Healthwatch Isle of Wight highlighted with the NHS, experiences people had shared with us about the difficulties faced by rheumatology patients when accessing hospital appointments that had been relocated away from the usual outpatient clinic.

We shared people's stories, which resulted in the hospital introducing an internal mobility scooter and an external buggy, to make it easier for people to get around the hospital site.

Sharing vital information with the public



Services need to understand the benefits communicating changes to local people as soon as possible

We were informed that a local community pharmacy would be closing in June this year.

We shared this information via social media and with our voluntary sector partners to ensure that people would have enough time to arrange for another pharmacy to dispense their medication. We spoke with commissioners to highlight the need to replace this late night service.

Improving care over time



Change takes time. We often work behind the scenes with services to consistently raise issues and bring about change.

Over the years, we have been raising the issue of care for people with complex dementia needs. Recently, some people have had to go to the mainland to receive specialist care, causing anxiety and distress to themselves and their families. We have been advocating for change and are delighted that local health services are now able to provide this care on the Island.



Hearing from all communities

Over the past year we have worked hard to make sure we hear from everyone within our local area. We consider it important to reach out to the communities we hear from less frequently, to gather their feedback and make sure their voice is heard and services meet their needs.

This year we have reached different communities by:

- Working in partnership with Carers IW to reach out to unpaid carers.
- Talking to people about how the cost of living crisis is affecting them.
- Sharing peoples (anonymised) stories and intelligence reports with the Hampshire & IOW integrated care system.
- Expanding our outreach to help us speak to people who are seldom heard.

Increasing our engagement

This year we have been working hard to get out into local communities to speak to people who don't usually have a voice.

Where have we been?

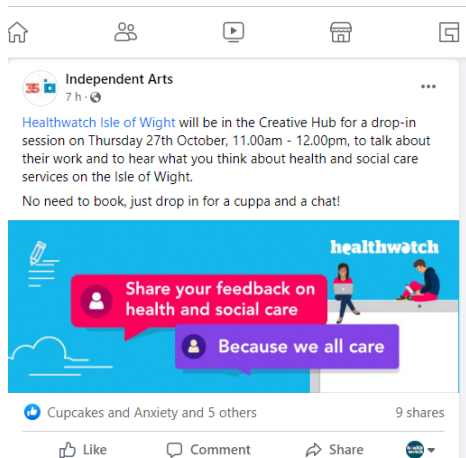
- We were invited to attend an IWALC meeting where we spoke to local town and parish councillors
- We visited East Cowes and Ventnor Alzheimer Cafes
- Prostate cancer support group
- IOW civil service pensioners alliance
- Appley WI
- Cowes Men in Sheds
- Independent Arts
- Ventnor Wellbeing centre
- BabyBox
- And numerous other community settings



Healthwatch stands

During the last 12 month, we have had stands at the following events:

- Ventnor Day
- Volunteer fayres at Northwood House and Riverside Centre
- Health information event, Newport library
- Hulabaloo
- Riverfest



We also visited people at:

- Wow women's centre
- My Place, Ventnor
- Aspire Tots
- 'My Place', West Wight

Better support for unpaid carers and the people they care for

There are 19,000 unpaid carers currently supporting relatives, friends and neighbours on the Isle of Wight. Many of them are not registered as an unpaid carer with their GP.

We worked in partnership with Carers IW to listen to unpaid carers about their experiences. We met with unpaid carers groups, contacted GP surgeries on the Isle of Wight and discussed the topic with several GP Patient Participation Groups.



Many did not understand that caring responsibilities for family and friends still counted. In particular, caring for parents or spouses was 'just something they did', and many people didn't identify themselves as being a carer. Many weren't aware of benefits or the opportunities of registering with their GP as an unpaid carer, but could see how this would be helpful.



In response to this, we co-produced a GP registration Toolkit with Carers IW, unpaid carers and GP practices, to enable unpaid carers to register more easily as an unpaid carer with their GP practice and to highlight the benefits of doing this.

We also created a video with unpaid carers and a local GP:

<https://youtu.be/WtohRNnWiac>



During the Covid pandemic it became apparent that many unpaid carers were not registered with their GP surgery. We decided that we would work with Healthwatch to address this issue, as they work with all the GP surgeries on the Island. Healthwatch IW asked us to be involved in creating a video to improve the registration of unpaid carers. We have decided to use this as our Carers Week campaign and have jointly created a toolkit for unpaid carers which will not only give them the registration but also a consent form. Healthwatch IW have been working with us to promote this, it is fabulous working with them as not only do they have those links to GPs but they understand the difficulties that unpaid carers face in healthcare. They work hard to address any health related issues that unpaid carers face."

Elizabeth Martin, CEO Carers IW

Improving care in residential care and nursing homes

This year we have supported the IOW Council quality team in their visits to care and nursing homes, by providing experts by experiences for the visits.

Our Experts by Experience visited 23 care home, 1 nursing home and 3 care homes for people with a learning disability.



Experts by Experience spoke to 68 members of staff, 20 managers, 10 family members/visitors and 108 people who live at the homes.



Experts by Experience spent over 65 hours speaking to people and observing practice during the year.



76 recommendations for improvements were made

Our experts by experience accompany the IOW Council quality team on their visits to care and nursing homes. They speak to people living at the home, their family, friends and visitors and also speak to staff about their experiences of working at the home.

They also observe a meal time, looking at how staff communicate with people, whether people are given a choice of food and a choice of where they can eat their meals.

A report of the visit is shared with the home and with the IOW Council contracts team, who can then ensure that our recommendations are met.

What difference did this make

- Care homes have improved the meal time experience for people, by introducing pictorial menus, reducing background noise in the dining room and improving choice for people.
- Maintenance and redecoration programmes have improved the environment for people living at the homes.

Quality visits to the IOW NHS Trust

April 1st 2022 – Mar 31st 2023

We were asked to support the IOW NHS Trust in their quality visits to all departments of the hospital and their community services.

A telephone protocol was set up to enable us to call people at home to recount their experiences of the community nursing team and the community rapid response teams

Our Experts by Experience visited 16 departments of the IOW NHS Trust.



Experts by Experience spoke to 37 members of staff, 2 managers, 10 family members/visitors and 106 people.



Experts by Experience spoke to 8 people and/or their family members/carers on the telephone to review community services.



Our volunteers spent **26 hours** speaking to patients, family and staff.

What difference did this make

Following our visits, in 2022, we completed a thematic review of the results which we shared with the Trust:

Positive feedback:

- People felt they were engaged in decision making about their care.
- Patients are at the centre of staff focus.

Areas requiring improvement:

- Very few people were wearing their own clothes.
- People were able to overhear conversations between staff members.
- Very few people knew when they would be discharged, or what the discharge plans might be.



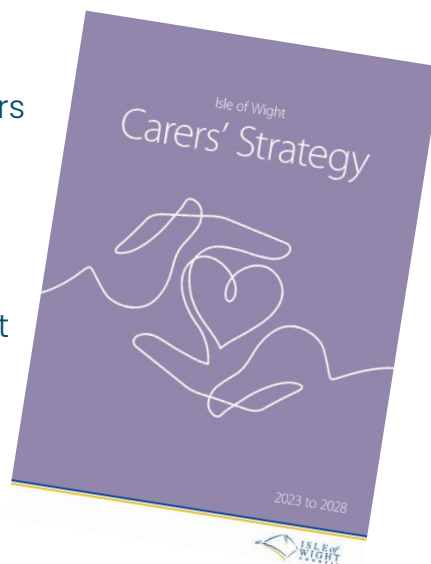
Working in Partnership

Working with others, both locally and nationally to influence decision makers, is an important part of what we do. We share people's stories to emphasis what is working well and what needs improving within health and social care.

Working with partners to improve services

IOW Carers Strategy

- We worked with the IOW Council, Carers IW, the IOW NHS Trust and other voluntary sector partners to listen to the voice of unpaid carers and the people they care for.
- We supported several focus groups, an Island wide survey and attended regular meetings to ensure that our IOW Carers Strategy reflects what local people need.
- The strategy was published earlier this year and has been adopted by the IOW Council and the IOW NHS Trust.



“ We would like to thank all of those who took part in our Island survey, workshops and focus groups. We would like to especially thank Carers IW, Age UK, Healthwatch Isle of Wight and People Matter Isle of Wight for their continued support and involvement in the ongoing work, making the new unpaid carers strategy something which the island can be proud of, improving the lives of both the unpaid carers and indeed their cared for.”

Laura Gaudion, Director of Adult Social Care and Housing Needs

Improving access to support for mental wellbeing in the community

This year, we have partnered again with Councillor Michael Lilley (IOW Council mental health champion) and Public Health IW, to award £50,000 in grant funding to small, grass roots voluntary sector organisations on the Island who are promoting the mental wellbeing of children, young people and families to minimise the impact of the cost of living crisis.

Grants were awarded to local voluntary sector organisations that provide activities for children, promote wellbeing through nature and tackle loneliness, isolation and mental health issues.

Three ways we have influenced services

Throughout our work we gather information about health inequalities by speaking to people whose experiences aren't often heard.

Working in partnership to improve services



In June, we were invited by the Care Quality Commission SE hospital inspectorate team, to deliver a presentation to CQC inspectors and managers at their regional meeting in London to discuss our close working relationship with the CQC and to highlight the difference we have made. This was particularly in relation to our joint work, improving care for people with complex dementia needs at the IOW NHS Trust. (This was used as an example of exceptional partnership working between ourselves and the CQC)

Influencing national policies



Services need to understand the benefits of involving local people to help improve care for everyone.

In March, we were invited to attend an online meeting with Department of Health representatives to share experiences of people who have used inpatient mental health services.

We highlighted the importance of listening to people's experiences of services to ensure they are safe and of high quality. We reflected on the way that data is used to assess quality and highlighted the need to combine this with people's experiences.

Submitting evidence to government dentistry inquiry



Change takes time. We often work behind the scenes with services to consistently raise issues and bring about change.

Over the years, Healthwatch Isle of Wight have been raising the issue of lack of access to NHS dental services on the Island. Earlier this year, we submitted evidence to the government Dentistry Inquiry, sharing people's experiences and the impact the lack of dental services has had on people and their families on the Isle of Wight.



Advice and information

If you feel lost and don't know where to turn, Healthwatch is here for you. In times of worry or stress, we can provide confidential support and free information to help you understand your options and get the help you need. Whether it's finding an NHS dentist, how to make a complaint or choosing a good care home for a loved one – you can count on us.

This year we've helped people by:

- Providing up to date information people can trust
- Helping people access the services they need
- Helping people access GP services
- Supporting people to look after their health during the cost of living crisis

Help people access the information they need

Our advice and information has meant people who need urgent treatment know their options and have clear information.

Individual has been trying, without success, to call the cardiology waiting list, to find out where they are in the queue for a cardiac procedure.

. "I writing to you because I really don't know what else I can do. I've been waiting over 5 months (24wks) for an appointment. (Yet, the NHS waiting list tracker claims that the maximum waiting time for Cardio in Portsmouth is 22.3 wks!)

Every time I call there's no answer – eg: I called 26 times on (one day) and no answer. I've left messages before, but no one calls me back."

We sent details of the hospital's Patient Advice & Liaison service and received the following response:

☞ Thank you very much indeed for your lightning-speed response – truly impressive! Seriously though, I do appreciate your coming back to me so quickly I always wondered what the PALS people did – so I've learned a little too.

My sincere thanks to you again

Cardiac patient

Help to register with GP practice

We supported an IOW resident to register with the GP practice of their choice.

Individual wished to move from one GP practice to another, within her local area. Initially, she was advised by a GP receptionist, that if she dropped off a completed registration form, then her application would be accepted as long as she lived within the practice boundary. However, when she returned the application form, she was told that she would need to document her reasons for wanting to transfer to another GP practice in writing to the surgery before they made a decision.

We contacted primary care commissioners to highlight this issue and contacted the practice manager at the GP practice, asking for them to contact the individual which they did. They also sent evidence that they had spoken to all reception staff to remind them of their responsibility to accept patients if they are within their practice boundary.



"Thank you so much for your help, I really appreciate what you have done.

You certainly offer an incredible service, I am very grateful."

GP patient



Volunteering

We're supported by a team of amazing volunteers who are at the heart of what we do. Thanks to their efforts in the community, we're able to understand what is working and what needs improving.

This year our volunteers:

- Visited communities to promote their local Healthwatch and what we have to offer
- Collected experiences and supported their communities to share their views
- Carried out quality visits to local services to help them improve
- Helped develop surveys and plan visits to local services
- Attended key meetings to represent the views of local people

Pam

"I volunteer for several organisations and Healthwatch is by far the best to offer my services to.

Volunteers are given excellent training in order to carry out the tasks requested of them and are given continual and appropriate support.

Previous experience and knowledge is respected and we feel very much appreciated by the manager and the board.



Maurice

"Since my retirement from Social Services, Healthwatch has provided me with the opportunity to utilise my wide range of previous experience of 35 years in social care, in several local authorities.

I welcome the opportunity to be part of an organisation that assesses the needs and improvements required in health and social care services on the Island. I have enjoyed the range of discussions with other volunteers with similar experience and others who currently manage and work in local services.



Margaret

"Having worked in the NHS for 42 years and following my retirement as a nursing sister working in surgery, I was approached to join Healthwatch Isle of Wight. In this group I have made friends and found interest in the local health problems some of which have been quite challenging. This group is keeping my brain active and my interest in the health of our community."



Do you feel inspired?

We are always on the lookout for new volunteers, so please get in touch today.



www.healthwatchisleofwight.co.uk



01983 608608



enquiries@healthwatchisleofwight.co.uk

Finance and future priorities

To help us carry out our work we receive funding from our local authority under the Health and Social Care Act 2012.

Our income and expenditure

Income		Expenditure	
Annual grant from Government	£153,000	Expenditure on pay	£92,522
Additional income	£2,990	Non-pay expenditure	£60,463
		Office and management fee	£15,000
Total income	£155,990	Total expenditure	£153,000

Additional income is broken down by:

- **£2,990 funding** received from NIHR for work on a project supporting people to register as unpaid carers with their GP practice.

Next steps

In the ten years since Healthwatch was launched, we've demonstrated the power of public feedback in helping the health and care system understand what is working, spot issues and think about how things can be better in the future.

Services are currently facing unprecedented challenges and tackling the backlog needs to be a key priority for the NHS to ensure everyone gets the care they need. Over the next year we will continue our role in collecting feedback from everyone in our local community and giving them a voice to help shape improvements to services.

We will also continue our work to tackling inequalities that exist and work to reduce the barriers you face when accessing care, regardless whether that is because of where you live, income or race.

Top three priorities for 2023-24

1. GP services
2. NHS dentistry
3. Mental health services



Statutory statements

Healthwatch Isle of Wight CIC,
A49 Aerodrome Studios A49 Aerodrome Studios, 2-8 Airfield
Way, Christchurch, Dorset, England, BH23 3TS
Company number 08668833

Healthwatch Isle of Wight uses the Healthwatch
Trademark when undertaking our statutory
activities as covered by the licence agreement.

The way we work

Involvement of volunteers and lay people in our governance and decision-making

Our Healthwatch Board consists of 9 members who work on a voluntary basis to provide direction, oversight and scrutiny to our activities. Our Board ensures that decisions about priority areas of work reflect the concerns and interests of our diverse local community. Throughout 2022/23 the Board met 8 times and made decisions on matters such as when to escalate concerns about local services and how our workplan is delivered. We ensure wider public involvement in deciding our work priorities. Through our annual prioritisation survey.

Methods and systems used across the year to obtain people's experiences

We use a wide range of approaches to ensure that as many people as possible have the opportunity to provide us with insight about their experience of using services. During 2022/23 we have been available by phone, email, provided a webform on our website and through social media, as well as attending meetings of community groups and forums. We also have a walk in service at County Hall, Newport which is hosted by Citizens Advice IW.

We ensure that this annual report is made available to as many members of the public and partner organisations as possible. We will publish it on our website and will share with IOW health and social care commissioners and providers.

Responses to recommendations

We had no providers who did not respond to requests for information or recommendations. There were no issues or recommendations escalated by us to Healthwatch England Committee, so no resulting reviews or investigations.

Taking people's experiences to decision makers

We ensure that people who can make decisions about services hear about the insight and experiences that have been shared with us.

In our local authority area for example we took information relating to NHS dental services and unpaid carers, to the IOW Council Policy and Scrutiny Committee for Health and Social Care.

We also take insight and experiences to decision makers in the Hampshire & IOW integrated care board. For example, we shared information on unscheduled emergency care with the Hampshire & IOW system quality group. We also share our data with Healthwatch England to help address health and care issues at a national level.

Enter and view

This year, we made 0 Enter and View visits. We made 0 recommendations or actions as a result of this activity.

Location	Reason for visit	What you did as a result

Healthwatch representatives

Healthwatch Isle of Wight is represented on the IOW Health and Wellbeing Board by Gill Kennett (Healthwatch Isle of Wight Non-Executive Director).

We are represented on the IOW Council Policy & Scrutiny Committee for Health and Social Care by Chris Orchin (chair) and Joanna Smith (manager).

Healthwatch Isle of Wight is represented on the IOW Integrated Health and Care Partnerships by Joanna Smith (manager) and the Hampshire & IOW Integrated Care Board by Sue Bickler (4 local Healthwatch coordinator). We are also represented on the IOW ICP Quality Committee, IOW Community Transformation Board and the IOW Mental Health Transformation Programme Board.

2022–2023 Outcomes

Project/ activity	Changes made to services
We raised concerns about lack of engagement in relation to the development of a new regional community and mental health service.	Hampshire & IOW health services changed their approach and are now talking to local people about the planned new service.
We escalated concerns around short notice closures of some community pharmacies.	Commissioners met with the regional manager of one pharmacy chain to highlight issues and identify solutions.
We provide 'patient stories' to the Community Transformation board.	This ensures that services are focused on the needs of people, rather than systems and processes.



Healthwatch Isle of Wight
Islehelp Advice Centre
County Hall
High St, Newport
PO30 1LA
www.healthwatchisleofwight.co.uk

t: 01983 608608

e: enquiries@healthwatchisleofwight.co.uk

 @HealthwatchIW

 [Facebook.com/HealthwatchIOW](https://www.facebook.com/HealthwatchIOW)