

Intelligence Report

April 12th - May 12th 2021

At a glance we have...

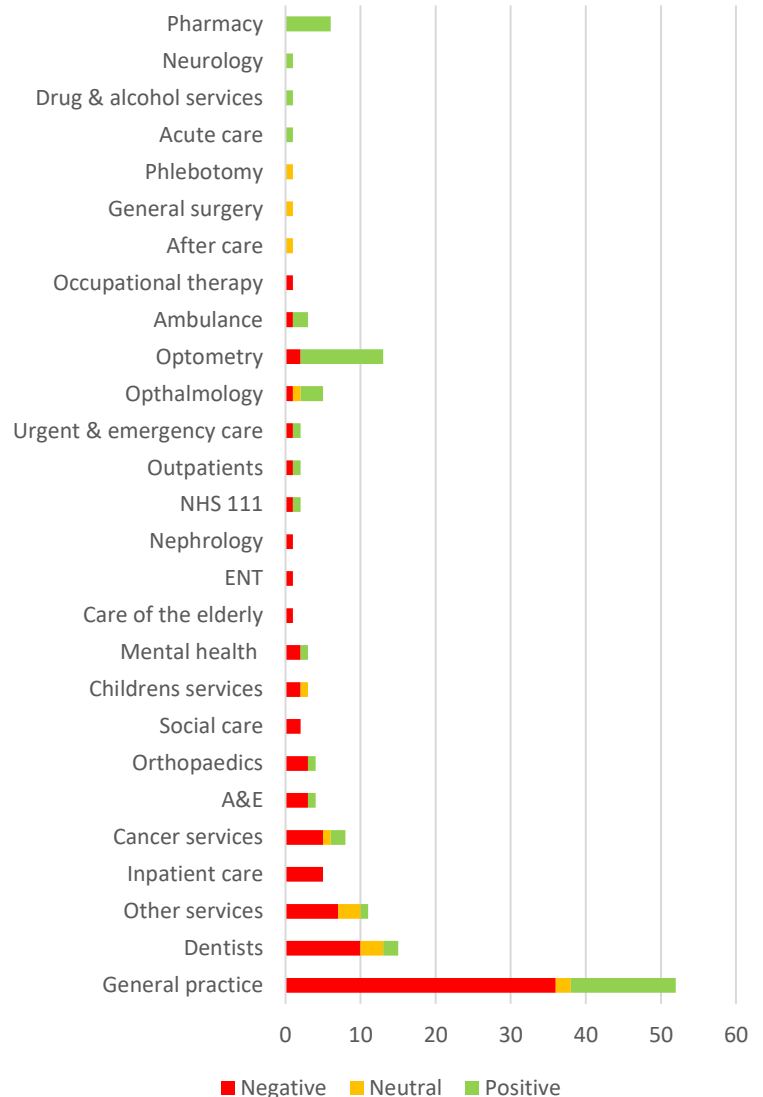
- Highlighted lack of NHS dental provision with NHS England and requested a Local Dental Needs Assessment
- Met with the CQC primary care team to discuss their inspection methodology & plans.
- Supported people to identify the best way to access primary care.

This report will be shared with local providers and commissioners of services so they can hear where things are working well, and help them identify any gaps.

Key issues and themes:

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- More people are finding they have been “struck off” for missing a dental appointment.
 - People have described the challenges they face when travelling for cancer treatment on the mainland.
 - Access to GP’s is still a problem and is compounded for those with a disability or without internet access.
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Healthwatch Feedback Apr 12 - May 12 2021



Between Apr 12th – May 12th 2021:

56% of feedback was negative
2% was mixed/unsure
9% was neutral and
33% was positive

Advice and information

Since the coronavirus outbreak, we have had a greater focus on our information and signposting service, to help people get the information they need from a trusted source.

We have created dedicated coronavirus advice and information pages which include all the latest national and local information. They also include information about local support and community groups.

Where is our insight coming from?

Due to the present circumstances we have had to adopt a flexible approach to engagement and people are able to share their experiences with us via social media, through partner and voluntary sector organisations, by post, telephone, via our website, text or email

We are asking local community and voluntary organisations, including local Covid-19 response groups, to be our eyes and ears so we can understand the experiences of those they support.

We will be launching regular surveys to gather feedback about things that are important to local people. This will include surveys about Digital Inclusion and looking at people's experience of health and social care services.

What are we hearing?

Individual described the trauma of travelling to the mainland for cancer treatment and the toll this took on their emotional and physical health.

"It's a disgrace that children cannot get their teeth checked by a NHS dentists on the island to save problems in later life."

"When you eventually get through they fob you off. No appts, try website no appts, ring in morning can't get through."

"I've been waiting over 12 months to have knee replacement surgery and just had a letter from NHS saying they still can't give me a date. I'm in pain and have limited mobility."

"Virtually impossible to get even a telephone consultation. I have just waited 2 weeks to talk to a doctor on the phone."

"Absolutely brilliant pharmacy, the staff are lovely and helpful." (Regent Pharmacy, Shanklin)

"My son lost his NHS place at dental practise recently. I missed an appointment which was my fault to which they sent no reminder and he lost his place."

"I filled in an EConsult didn't get a reply at all."

Individual missed his covid vaccination due to health problems. GP surgery was unhelpful and said they would have to wait until more appointments were released.

Individual rang us as she has been ringing round and trying to find an NHS dentist for three and a half years. Her teeth are decaying at the front and she feels she may need dentures now.