

# Intelligence Report

Apr 13<sup>th</sup> - May 12<sup>th</sup> 2025

## Briefly we have...

- Finalised our plan for 'Youthwatch', we are now recruiting young people to help improve health and care services.
- Visited one residential care home to review the experience of people living there.
- Had a stand at a Health Roadshow at St Marys Hospital.
- Asked the IOW Council how they will be spending Government funding for their childrens toothbrushing scheme.

This report will be shared with local providers and commissioners of services so they can hear where things are working well, and take action when services need improving.

## Key issues and themes:

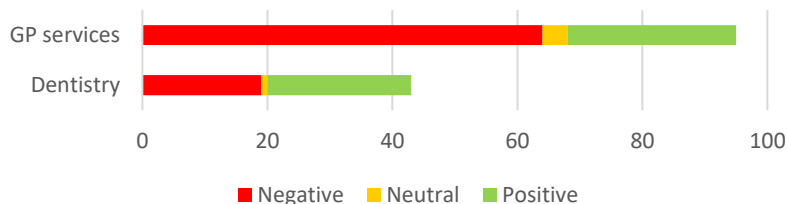
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- People are reporting further issues when trying to get an appointment at their GP practice.
- People with diabetes are reporting a lack of support and poor continuity of care.
- Families are struggling to access an NHS dentist for themselves and their children.

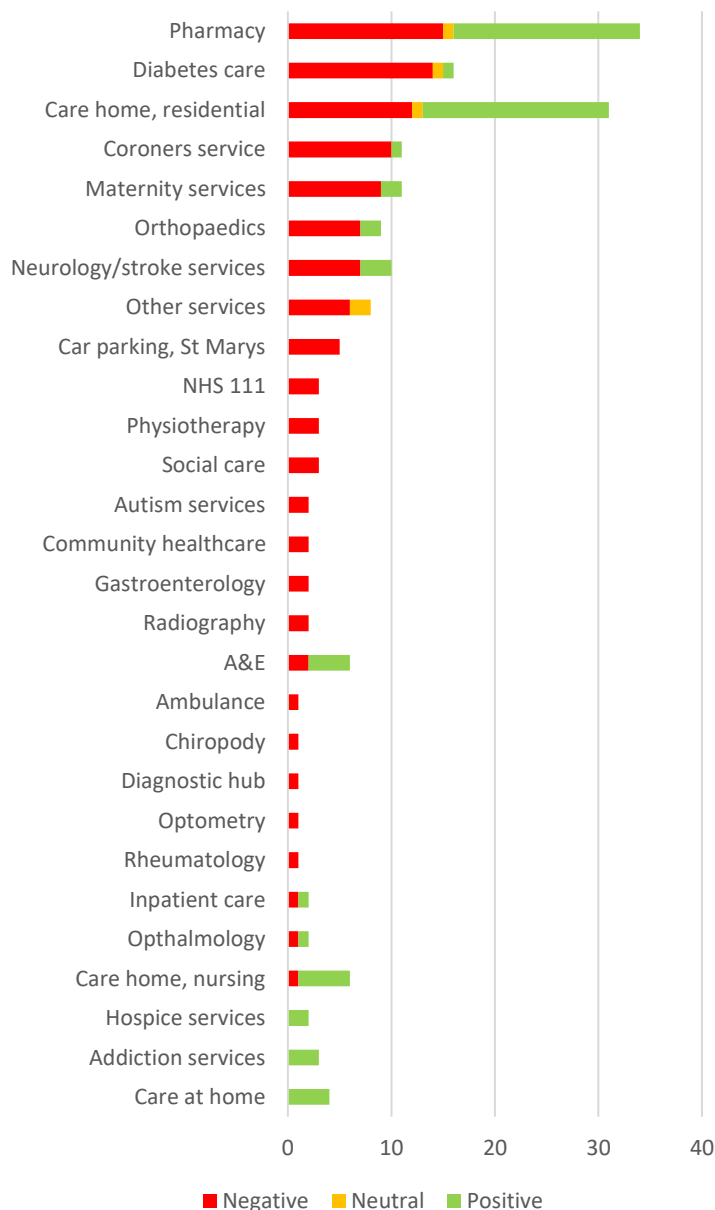
Between Apr 13<sup>th</sup> – May 12<sup>th</sup> 2025:

**61%** of feedback was negative (196)  
**3%** was mixed/neutral (9)  
**36%** was positive (116)

## Two Most Common Feedback Topics



## Healthwatch Feedback Apr 13 - May 12 2025



## Advice and information

We provide a statutory information, advice and signposting service on health and social care, to help people get the information they need from a trusted source.

We have a telephone advice line, strong social media presence and a website. We frequently speak to people in their local communities, working with the voluntary sector to reach those people who are seldom heard. We give people access to trusted national and local information and services.

## Where is our insight coming from?

We have a busy community engagement programme and have been attending local events and community hubs. People are also able to share their experiences with us via social media, through partner and voluntary sector organisations, by post, telephone, via our website, face to face, text or email.

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

## What are we hearing?

"Was registered with an NHS (dentist) for years. Appointment cancelled then told emergencies only and then dentist closed for good."

"I sent in TWO e-Consults. I had NO RESPONSE to either of my e-Consults! Now, if we cast our minds back to the pandemic, we were told that e-Consult was the easiest, quickest, most efficient way of contacting the practice -."

"There is always a long wait (for medication), which I find agonising with back pain. Sometimes my medication is not obtainable so I have to take the prescription to other pharmacies. The staff are polite but always overworked."

Paul told us that his annual diabetic reviews are done over the phone – this can end up being in public as he doesn't know when they are going to call.

"I had waited a month for this appointment. I got to my appointment on time and waited half an hour to be seen. I felt like the doctor couldn't get rid of me quick enough."

"The carers who came were so cheerful, competent and considerate." (Right at Home)

Sheila was impressed with the Bay GP practices new system. She was told that she was No 9 in the telephone queue and if she left a message they would call her back ... and they did, very promptly. She felt the system worked well for her.

Sandra was unhappy with the quality of care provided at her husbands residential care home. His room was very small and communication from the manager was poor.

\*Names have been changed to protect anonymity.

# Positive News Stories

## Launch of Youthwatch Isle of Wight

Youthwatch Isle of Wight is a newly approved initiative from Healthwatch Isle of Wight, offering young people a chance to influence and shape local health and social care services.

We will be supporting, training and mentoring young people to enable them to conduct health and wellbeing research amongst their peers.

This opportunity is ideal for young people who match some of the following criteria:

- Are aged 16 to 25
- Are interested in health, care, social work, psychology, nursing, or similar fields
- Would like to strengthen their CV, sixth form, university, or job applications
- May be completing volunteering hours (e.g., Duke of Edinburgh / Young Enterprise Scheme)
- Want to have a real say in how health and care services are delivered for young people

If you work with or support any young people who fit this profile, please ask them to contact us:

- 🌐 [www.healthwatchisleofwight.co.uk](http://www.healthwatchisleofwight.co.uk)
- 📞 01983 608608
- ✉ [enquiries@healthwatchisleofwight.co.uk](mailto:enquiries@healthwatchisleofwight.co.uk)

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



**youthwatch**  
Isle of Wight

**What have you got to say about health or social care services?**

**🗣️ Use your voice... Join Youthwatch!**

- 🧠 Mental health not working for you?
- 🏥 Can't find a dentist?
- 🗣️ Feel like young people aren't being heard?

Youthwatch is your chance to change that!

**We're looking for young people aged 14 to 25 to help improve local health and social care services**

- ✓ Speak up for young people
- ✓ Influence change
- ✓ Build skills & confidence
- ✓ Meet new people
- ✓ It looks great on your CV!

**📞 Call us: 01983 608608**

**✉ Email: [enquiries@healthwatchisleofwight.co.uk](mailto:enquiries@healthwatchisleofwight.co.uk)**

**🌐 Visit: [www.healthwatchisleofwight.co.uk](http://www.healthwatchisleofwight.co.uk)**



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Isle of Wight