

Intelligence Report

Aug 13th - Sept 12th 2025

Briefly we have...

- Published our End of life care report which can be found on our website and local media sites.
- Highlighted people's concerns about funding for end of life care services at the IOW Council Adult Social Care, Public Health and Housing Needs Committee.
- Visited a residential care home to listen to peoples experiences.
- Visited the stroke unit at the IOW NHS Trust.

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:

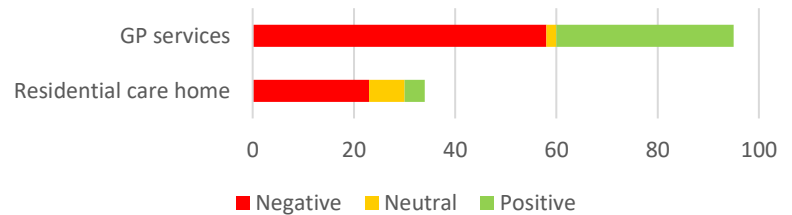
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- Concerns have been raised regarding the quality of care in a residential care home following a negative CQC inspection report.
- People report difficulties in accessing GP services and long waits for appointments.
- Reduction in opening hours of mental health crisis line is causing concern as the need for this service increases.

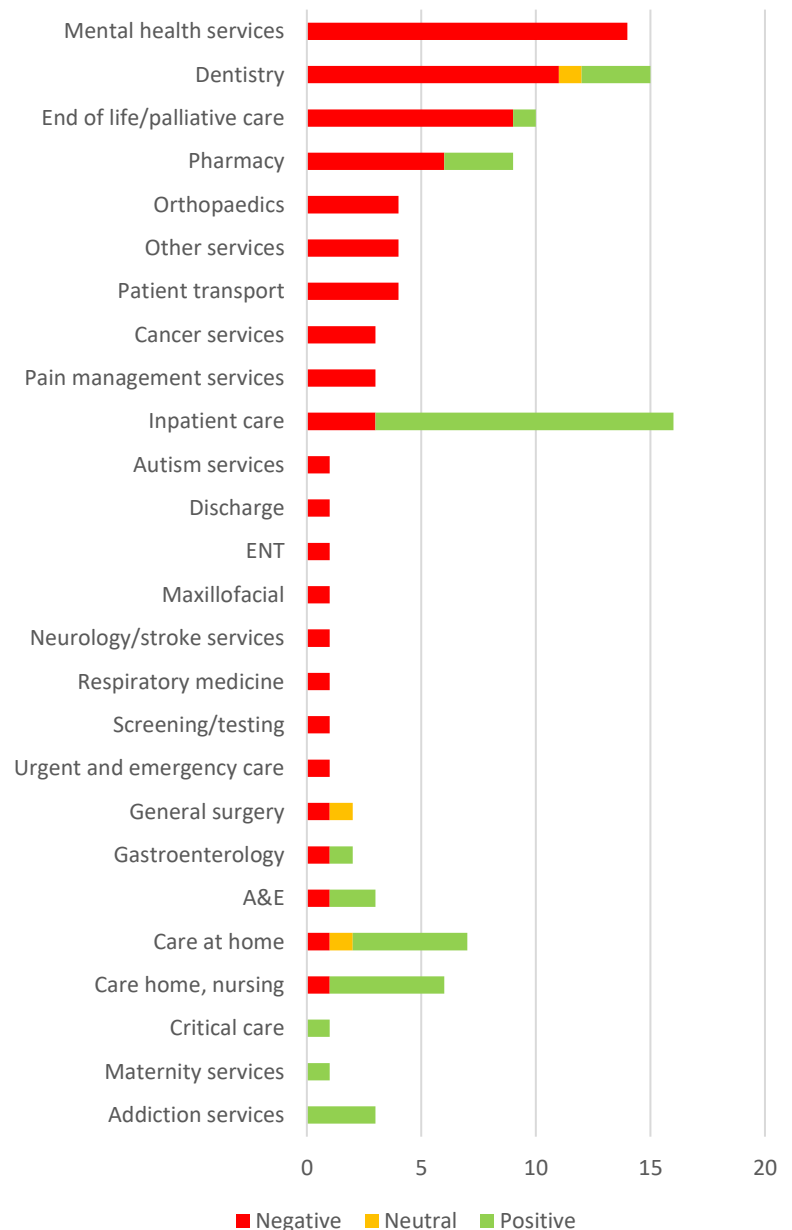
Between Aug 13th – Sept 12th 2025:

65% of feedback was negative (162)
5% was mixed/neutral (13)
30% was positive (75)

Two Most Common Feedback Topics



Healthwatch Feedback Aug 13 - Sept 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?

"Dr Tan was brilliant with me. His offer for me to think about what else is going on gave him the chance to work it out without hundreds of tests. He is thorough and kind, very human. He is a credit to the surgery."

"I cannot get an NHS dentist on the Isle of Wight I'm in pain every day. I got an emergency appointment but all they did was tell me that I needed treatment and I would have to use their private dentists. I don't have that sort of money on my pension."

"Horrific to read how vulnerable people are being treated!" (residential care home).

Polly feels that mental health staff were lacking in compassion and care.

"They're closing the (mental health crisis) lines earlier due to high demand? People are struggling more than ever."

"I have been desperately trying to find an NHS dentist taking on patients on the Isle of Wight and the ones listed on the NHS website are either not taking on patients or have turned private. I am struggling and I'm worried that if I leave it much longer I could have bigger issue."

"It is virtually impossible to see a GP. The nurse practitioners are good but again difficult to get an appointment. If you have chronic painful conditions most people simply give up! This is not right. We should be able to see a GP".

"The cut to funding for Mountbatten is utterly disgraceful.? Given the demographics on the island the reduction of funding is simply unacceptable."

*Names have been changed to protect anonymity.