

Intelligence Report

Dec 13th - Jan 12th 2026

Briefly we have...

- Conducted a PLACE assessment (patient led assessment of the care environment) at Mountbatten's inpatient unit.
- Visited Red Funnel to discuss how they support people travelling for health appointments.
- Met with Jo Robertson MP to escalate people's concerns around dentistry and end of life care.

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.

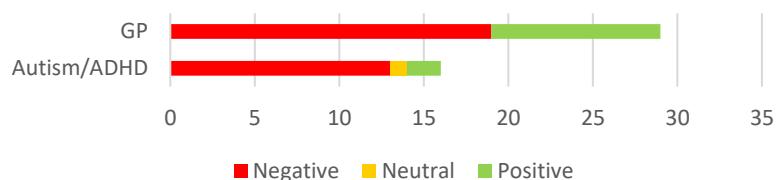
Key issues and themes:

- People report long waits for appointments at their GP practice.
- Concerns raised about long waits for autism and ADHD assessments.
- People have reported long waits for gastroenterology and cardiology appointments.

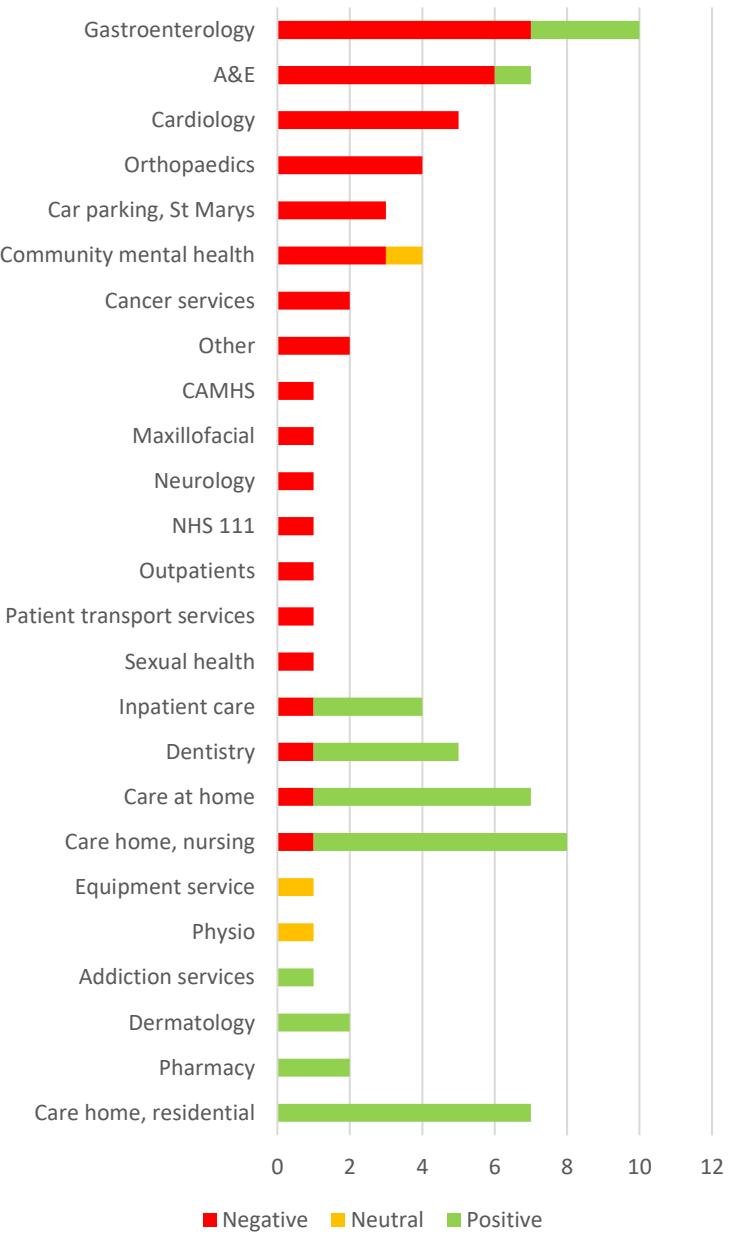
Between Dec 13th – Jan 12th 2026:

59% of feedback was negative (75)
3% was mixed/neutral (4)
38% was positive (47)

Two Most Common Feedback Topics



Healthwatch Feedback Dec 13 - Jan 12 2026



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?

"Gp service - complete lack of follow up after new medication prescribed, no face to face offered by the prescribing practitioner."

Sam has been on the waiting list for an autism assessment for 4 years, with no offer of support.

"I'm waiting for gastroenterology appointment at St Mary's, the hospital told me it's a 38 week wait."

"Still waiting on a cardiologist appointment 6 months on."

"We have been in A&e 14 hours, can't fault the staff."

"I got told by a receptionist at my surgery, that GP's can't prescribe mental health medication."

"Saw mental health nurse - In and out 5 minutes. Could have spent longer talking and finding out how I actually felt."

My (relative) has been at Vecta House Care Home for two very happy years. The staff treat (them) with dignity & respect. They are truly caring.

"Argyll House. Great surgery and really helpful staff."

"Car parking situation just adds to more stress prior to appointments." (St Marys hospital).

*Feedback has been anonymised to ensure confidentiality.

Healthwatch Isle of Wight launches new survey

Healthwatch Isle of Wight has launched a survey to understand what people think of the government's plans to introduce a new NHS Online hospital.

The new online service aims to offer more virtual specialist appointments, including an estimated 8.5 million online appointments and assessments over the first three years.

This service is intended to give people quicker access to specialist advice and more choice in how they receive care.

More information about the new online hospital can be found here: <https://www.england.nhs.uk/2025/09/new-nhs-online-hospital-to-give-patients-more-control-over-their-care/>

Healthwatch Isle of Wight is running a very short, three-question survey to understand what local people think about these plans before they are rolled out.

We're asking:

What do you think about the plans?

Would you use this type of service?

Do you have any concerns?

Your feedback will help us share local views with decision-makers and highlight what matters to Island residents.

👉Take part in the survey here:

<https://www.smartsurvey.co.uk/s/PHVN5B/>

If you'd like more information or help accessing the survey, you can contact us:

📞 01983 608608

✉️ enquiries@healthwatchisleofwight.co.uk

🌐 www.healthwatchisleofwight.co.uk

