

# Intelligence Report

Feb 13<sup>th</sup> - Mar 12<sup>th</sup> 2025

## Briefly we have...

- Highlighted people's concerns about dentistry and accessible information at the IOW Council Health Scrutiny Committee
- Been interviewed by Greatest Hits Radio, discussing the new GP contract.
- Conducted quality visits to 5 departments at St Marys hospital, including maternity and AAU.
- Supported Community Action IW's research event, promoting community led research.

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.

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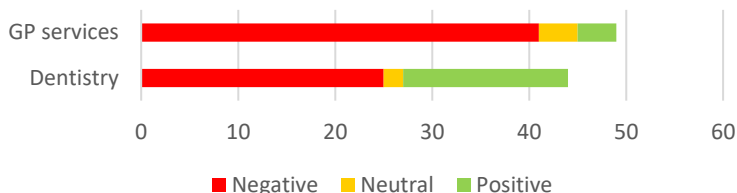
### Key issues and themes:

- Increase in concerns around quality of care in residential homes.
- Lack of speciality consultants leading to delays in treatment.
- Lack of access to NHS dentistry remains a high priority for Island residents.

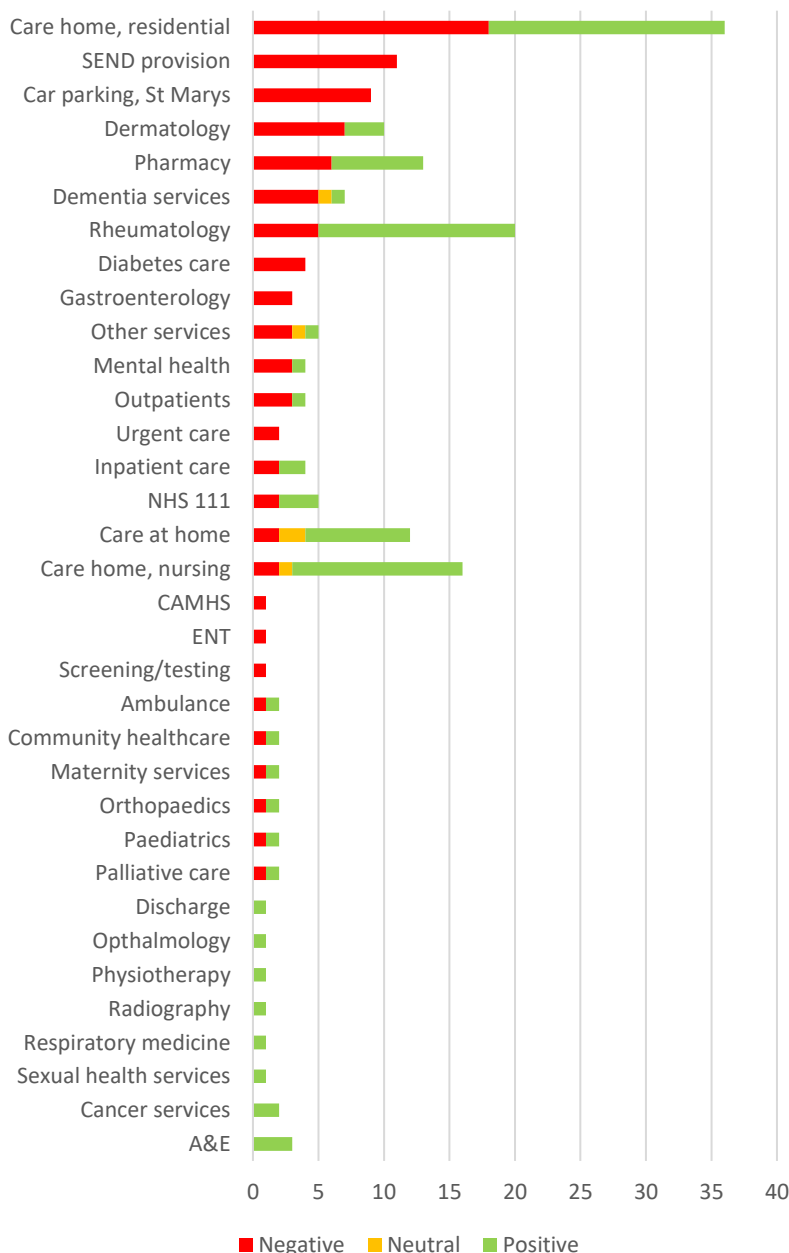
Between Feb 13<sup>th</sup> – March 12<sup>th</sup> 2025:

**57%** of feedback was negative (162)  
**4%** was mixed/neutral (11)  
**39%** was positive (113)

## Two Most Common Feedback Topics



## Healthwatch Feedback Feb 13 - Mar 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?

"I didn't feel heard or helped. A very scary experience resulted in a text to say to book a phone call appointment online, next one was 3 weeks away. Leaving me with the problem and no sense of how bad it is." (GP practice)

Individual has been on the NHS dental waiting list for 4 years and cannot afford to pay for private dental treatment.

"People waiting too long when they want to go to the toilet, and then having accidents which are distressing for the client. Not enough activities and only the more able clients chosen for (these) and nothing for the less able." (residential care home)

"The doctors- when you actually get face to face - are impatient and when you're got more than one problem they restrict your time."

"Day surgery for breast cancer -- all staff: total kindness & efficiency. Waiting time lower than expected. Experienced NO PAIN after either surgery."

"Admitted in late November with 1st onset of (gastroenterology condition). Discharged with course of steroids and told needed (scans/screening) in January. Then nothing, Gp and I can't even establish who is responsible for my care. No gastro consultant at St Mary's. Despite chasing and Medefor involvement still have no appointments despite being readmitted in February. 3 months on and I still on constant pain and depressed that nobody seems to care...."

"Wight Clinic. Fabulous dentist."

No SEN support offered in school, for individual's autistic child with ADHD.

## Positive News Stories

### COMMUNITY COHESION PROMOTED WITH NEW ART INSTALLATION AT NEWPORT BUS STATION

A new 'Flower of Life' artwork – co-created by students at the Island Learning Centre, artist Nathan Holt, and various Island organisations and prominent local people – has been installed at Newport Bus Station.

The work is part of Artswork's Young Cultural Changemakers programme, which empowers young people to make a positive difference to their communities through creativity and is one of several funded by the Police and Crime Commissioner with the aim of strengthening communities and reducing crime.

The flower is made up of 90 individual MDF petals, each decorated by a different person in the community.



### EMPLOYEE OF THE YEAR AWARD FOR HIGHFIELD'S HOLLIE WILSON

Hollie Wilson, a care practitioner at the Highfield Nursing Home in Ryde, has scooped the prestigious Employee of the Year accolade at Hartford Care's annual awards ceremony.

In addition, Margaret Stoffell was recognised for her commitment as a volunteer at the home. Dozens of positive comments were received to support the nominees. Hollie took the prize for her unrelenting work on care planning and risk assessments, while Margaret was recognised for her 'dedication to all of the residents at Highfield

