

Intelligence Report

Feb 13th - March 12th 2026

Briefly we have...

- Held a focus group with unpaid carers to gather their views and experiences relating to women’s cardiovascular health.
- Met with Hampshire & IOW Healthcare NHS Foundation Trust to discuss people’s concerns about mental health services.
- Supported an NHS Health Fair at Riverside.
- Conducted an interview with Radio Solent about NHS dentistry on the Island.

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:

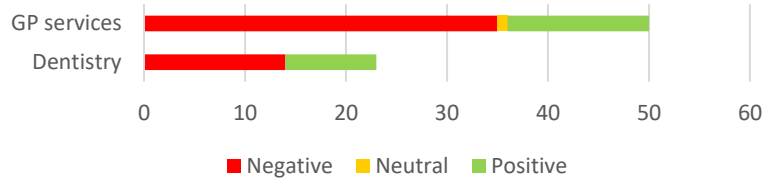


- People have raised concerns about the increasing use of online GP services.
- Concerns raised about cost and level of provision of NHS dentistry.
- People report concerns around access to crisis mental health support.

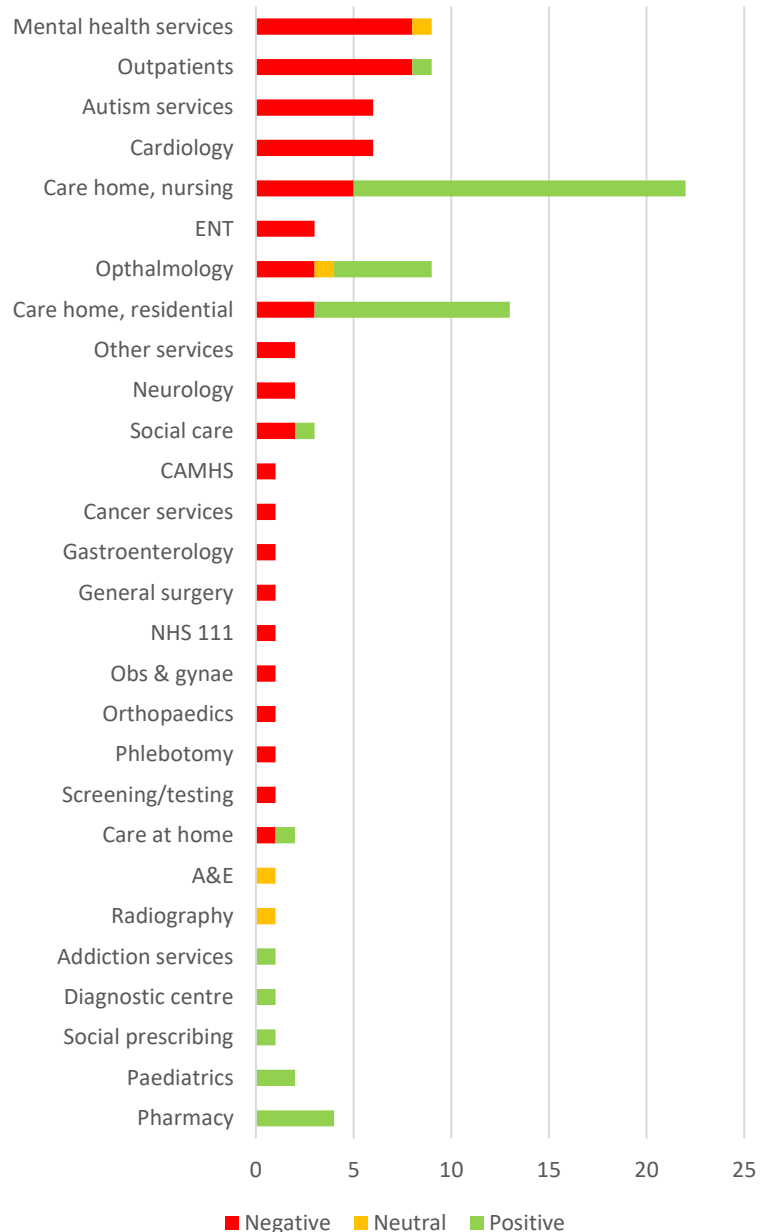
Between Feb 13th – March 12th 2026:

59% of feedback was negative (107)
3% was mixed/neutral (5)
38% was positive (68)

Two Most Common Feedback Topics



Healthwatch Feedback Feb 13 - March 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. (Please see page 3 for details of our current surveys).

What are we hearing?

"Annual asthma checkup - didn't check my lung function. Took my weight and blood pressure. I felt it was really a box ticking exercise on a computer screen....."

"Difficulty getting GP Appointments. Referred to phone consults by reception mainly. Feel excluded and not wanted! Waited a year for CT scan still no appointment!!"

"Local hospital, St Mary's Isle of Wight, never enough parking spaces.. You can drive round for 10 to 15 minutes sometimes and still not find one. I love seeing an appointment before 9.30am as you're in with a chance!"

"The dentist accused me of delaying treatment when I had been waiting for months and my appointments had been cancelled by the surgery not me."

"Lovely friendly staff who talked me through what was happening. Prompt, clean area and professional. Really helped my anxiety." (CT scan).

"Called 111 MH crisis, waited 20 minutes then hung up, after listening to their auto message that they're busy helping other people, I decided mine wasn't as important. A crisis service that leaves you on hold for 20 minutes??? It took a long time to get up the courage to call them anyway."

"Very difficult to get face to face appts at GP Surgery and doing it all "on line" doesn't work well with queries that just need a quick answer."

"Have had 4 appointments at Southampton general hospital cancelled. Not happy."

*Feedback has been anonymised to ensure confidentiality.

Healthwatch Isle of Wight's current surveys

healthwatch
Isle of Wight

Help improve cancer services for Island residents

We want to hear from patients and carers
about cancer services on the Isle of Wight

What is it?

Healthwatch Isle of Wight and Wessex Cancer Alliance are listening to Island residents' experiences of cancer services to help shape future improvements.

Who is it for?

It is for Isle of Wight patients and carers with recent and current experiences of cancer services (within the last 18 months)

What are we asking about?

Diagnosis • Treatment (on/off Island) • Communication • Travel • Support • Aftercare

How to take part?

- Scan the QR code to complete the digital questionnaire
- Complete a paper version and send it Freepost or drop it into The Riverside Centre
- Meet us at a community event and share directly
- Contact Healthwatch Isle of Wight for a 1-to-1 appointment.

Please scan the QR code to take part



For more information or to request a paper version of the questionnaire contact Healthwatch Isle of Wight

Call: 01983 608608

Email: enquiries@healthwatchisleofwight.co.uk

Visit: www.healthwatchisleofwight.co.uk

healthwatch
Isle of Wight

NHS
Wessex
Cancer Alliance

Working together: Healthwatch Isle of Wight and Wessex Cancer Alliance

