

# Intelligence Report

## Feb 13<sup>th</sup> - March 12<sup>th</sup> 2023

### At a glance we have...

- Started work with Carers IW supporting GP practices to identify and support unpaid carers.
- Launched our Cost of Living survey.
- Submitted evidence to the government inquiry into NHS dentistry.
- Visited 'Our Place' West Wight sports centre, Men Only Ryde, WOW, Pigsty Farm and other community groups to speak to people about their experiences of health and social care services.

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.

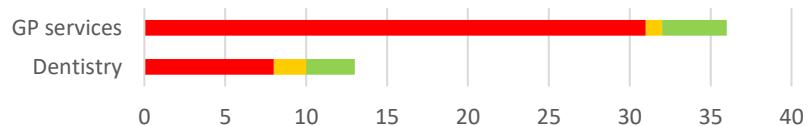
### Key issues and themes:

- 6 • People continue to be concerned about the partnership between IOW and Portsmouth hospitals.
- Long waits for adults referred for ADHD assessments.
- Lack of face to face primary care appointments is causing people concern
- Lack of support for people at home, following hospital discharge.

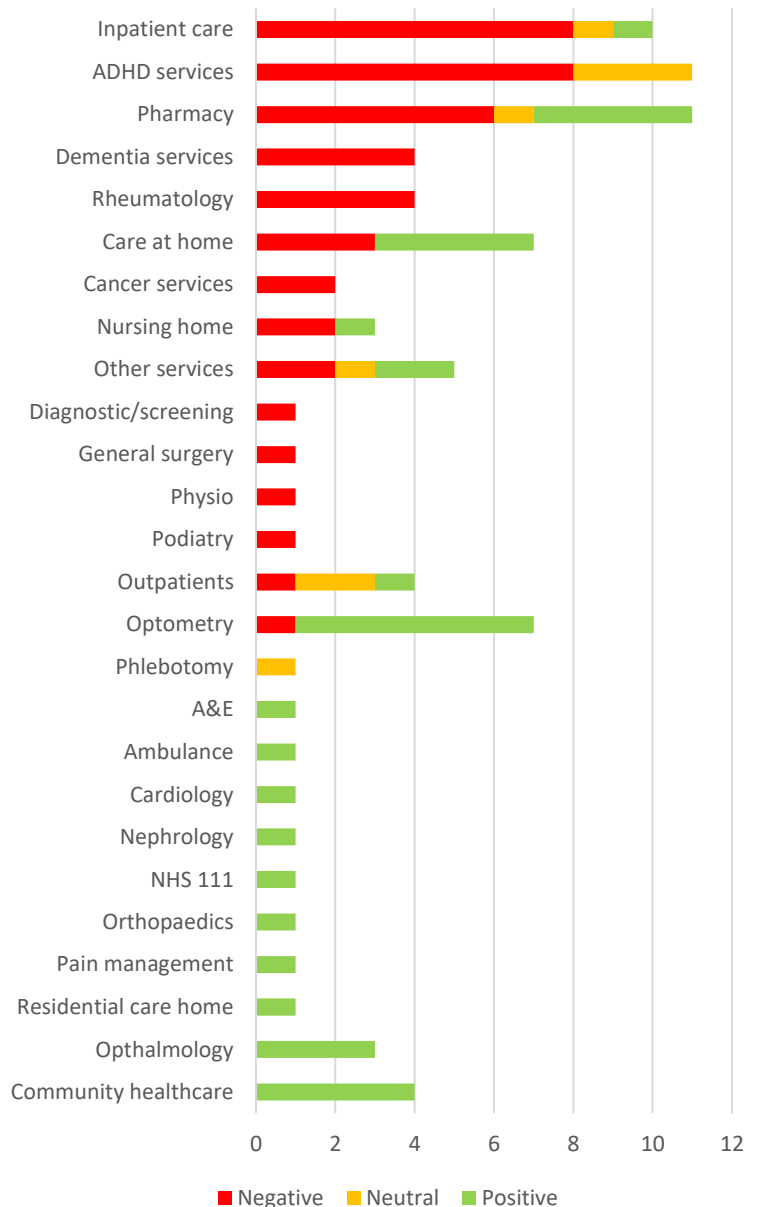
Between Feb 13<sup>th</sup> – Mar 12<sup>th</sup> 2023:

**59%** of feedback was negative  
**7%** was mixed/neutral  
**34%** was positive

### Two Most Common Feedback Topics



### Healthwatch Feedback Feb 13 - Mar 12 2023 (other topics)



## 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, walk in centre provided by our partner Citizens Advice IW and a website giving people access to 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, text or email.

We are asking local community and voluntary organisations, to be our eyes and ears so we can understand the experiences of those they support.

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

## What are we hearing?

Individual tried phoning .....GP surgery to get an appointment. They told him to do an eConsult which then advised him to phone his GP practice "Doing eConsult means I fade into insignificance."

"I'm still waiting for my assessment after being referred in 2021." (for ADHD assessment)

Individual has been unable to get a dementia diagnosis for his wife, despite her having memory problems for 4 years.

Individual is unhappy that when he rings .....GP practice, there are lots of messages to listen to first, so this takes up a lot of phone credit before he even gets through.

Individual reported that .... pharmacy in Freshwater never seem to have the required medication in stock. Before covid they were open 7 days a week and now they are only open 5 days.

"I'd like to know how a Shared Care plan is supposed to work. I have an oncologist, a dermatologist and a GP who I thought were supposed to work together but they don't seem to be able to communicate."

"You feel like you're being a nuisance when you go there or phone up (GP practice). They don't want to see you at all and if you do manage to get in there, the surgery is completely empty!"

"I had eye surgery last Tuesday & check up today. Surgeon & all staff were amazing - so kind & helpful."

Individual has several broken/missing teeth at the back and she cannot find an NHS dentist. She is very concerned about getting an infection. She went to see the emergency dentist – they said that they could see the damage to her teeth, but were unable to do anything about this.

"District nurse Gwen, is brilliant."