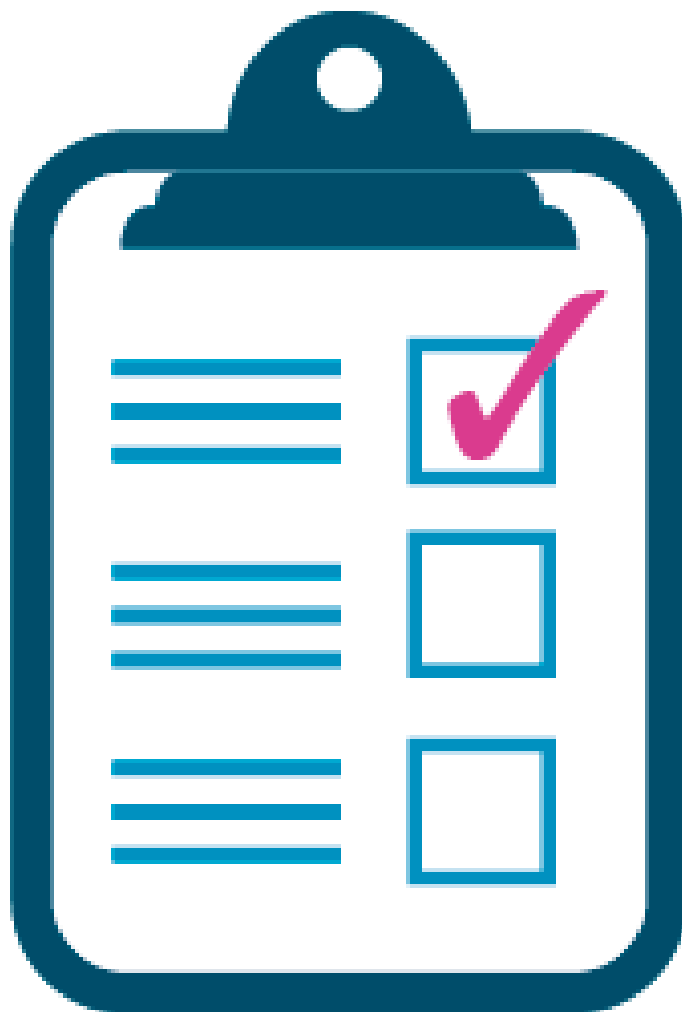


# Healthwatch Isle of Wight Priorities 2025/26

Survey results



# Contents

Contents.....1

Introduction.....2

What we did.....3

Survey results.....4

The top 3 topics chosen by the public:.....5

Comments:.....8

Dentistry comments:.....9

GP Comments: .....10

Mental health comments:.....11

What have we done this year? .....12

Next steps.....13

# Introduction

Healthwatch Isle of Wight is the only local independent consumer champion for health and social care with statutory powers. We were set up to listen to the voice of the community and we work with others to make improvements to health and social care services.

Every year we ask people on the Isle of Wight to complete our prioritisation survey, the top three services/topics chosen by the public then become our priorities for the forthcoming year.

This way, we can ensure that we are focusing on the issues that really matter to local people.

# What we did

- January/February 2025:  
We ran a report on our CRM system to determine which services/topics had received the largest amount of feedback over the previous 12 months.

A survey was then developed based on the 18 services/topics people had contacted us the most about during the previous year.

- February/March 2025:  
The survey was launched online. Hard copies of the survey were also available for people to complete and return using our freepost address.
- April/May 2025:  
We analysed the results of the survey to identify our top 3 priorities for the forthcoming year. This analysis included looking at the comments people had provided, explaining why they had made these choices and that will help to determine the focus for each of the chosen topics.
- May 2025: the comments along with previous experiences people have shared with us will be analysed for each of the 3 priority areas and a specific work plan for each will then be developed.





# Survey results

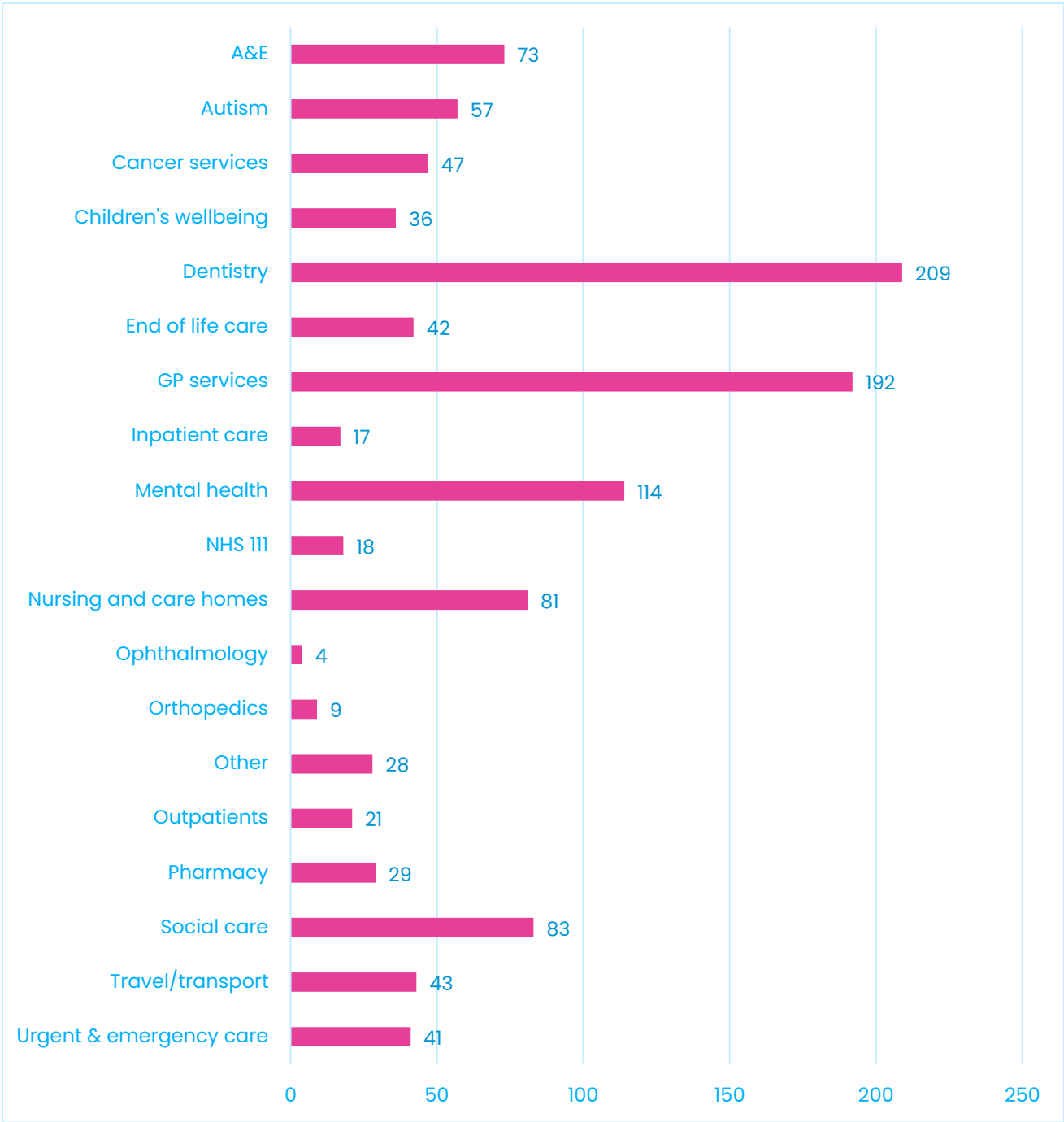
# The top 3 topics chosen by the public:



- Dentistry
- GP services
- Mental health

These topics have become our priorities for 2025/26.

The graph below shows how many times each topic was chosen:



Thank you to the 401 people who completed our survey.

## Other choices:

Answers provided as 'other' survey option:	
Autism and ADHD	1
Bed blocking at St Marys	1
Carers support	2
Childrens incontinence service	2
Connecting services / information sharing IT	1
Day surgery	1
Dermatology	1
Domestic care	1
Drug/alcohol addiction services	1
Education for wellbeing and minor issues	1
EHCPs	1
Hospital discharge policy	1
IOW community health team provision	1
Not enough "ticks" available	1
Parkinsons support	2
Population health	1
Rehabilitation for sense loss	1
Sending fewer IW patients to QA Hospital in Portsmouth	1
Speed of brain MRI results	1
Surgery	1
Use of alternative therapies	1



# Comments:



The survey provided a comments section that allowed people to elaborate on their survey choices if they so wished.

*"NHS 111 - waiting over 40 minutes to speak to an operator, then never getting a call back from a doctor"*

*"I have Parkinson's and would value Parkinson's Nurse support"*

*"Children's mental health is suffering because services are not working together listening to parents"*

*"Many people in the community feeling lost/stuck or not supported"*

*"Autism - lacking support and test times are far too long"*

*"Very long delays for nursing or residential care to help free up beds in St Marys"*

*"To apply a blanket reduction across the whole island rather than a needs assessment - is purely based on cutting costs - not the welfare of the most vulnerable."*

*"Cancer services are non existent in comparison to mainland. Being a young person living with cancer, there is nothing for us!"*

# Dentistry comments:

*"The Special Care Dentistry Service is utterly failing those whose use the service, but nobody seems to care."*

*"I have lived on the Isle of Wight for over 10 years and have only got a dentist in the last 12 months which consequently shut!"*

*"I travel to Southampton for the dentist (nearest NHS dentist I could find).*

*"I cannot afford to pay for private dental care and must now watch my teeth steadily deteriorate"*

*"All children at the very least should be NHS!"*

*"Dentistry is shamefully sidelined"*

*"Still impossible to find an nhs dentist on IW - online database still shows dentists offering NHS appointments but they don't and 111 are unable to help"*

*"NHS dentistry on IOW is non existent"*

*"Haven't had a dentist for 30 years"*

# GP Comments:

*"I spoke to a receptionist at my surgery and she told me to go to A&E.  
A&E were not impressed"*

*"We all want to be able to get Dr's appointments without fighting the receptionist."*

*"GP access is ridiculous. More availability of appointments would ease the pressure on a and E and emergency care. The 8 am scramble is a nightmare"*

*"This morning asked for appointment to consult GP, earliest date is in 20 days time"*

*"Once we have seen a doctor, we cannot fault the service at the hospital. It's getting to see the doctor (GP) that is the problem"*

*"Learning Disability Health checks are very disappointing at best. A different G.P. is used each year meaning that it is impossible to build any relationship with the patient"*

*"A&E and GP services are common ways that a lot of people encounter the NHS, and are a gateway to the actual health services that then become required. To get "in the system" should be as straightforward and efficient as possible"*

# Mental health comments:

*"Very poor provision of mental health services"*

*"Mental health needs more staff and more public knowledge of support available"*

*"Mental health services appalling"*

*"Mental health needs are at an all time high and the questionnaire used to assess excludes lots struggling, myself included"*

*"The waiting time to receive help for mental health problems is ridiculous leading up to many people not even seeking help."*

*"Advocacy services need to be improved to ensure that those who don't qualify for 'statutory advocacy' services are still offered a service. (Ie: informal patients in sevenacres) .... Disgraceful that they are refused advocacy support by the current provider"*

*"I'm not familiar with the broad range of mental health services but despite an initial prompt response, the wait for actual support from talking therapies can be very long"*

# What have we done this year?

As well as attending many community groups, events, meetings and committees, Healthwatch Isle of Wight have been collecting feedback from members of the public and sharing this in anonymised reports to commissioners and service managers.

## Highlights:

- **Dentistry:**  
We continue to highlight people's struggles to access an NHS dentist and have asked commissioners to look at issues with the urgent dental care pathway as a matter of urgency.
- **Social Care:**  
We were invited to meet the government Health Select Committee during their visit to the Island in February, where we shared people's experiences of accessing services and highlighted the need for organisations to work together.
- **Accessible information standard:**  
Following our work on the Accessible Information Standards, the Hampshire & IOW became one of two areas piloting the national AIS self assessment framework. Working groups have been established to meet our recommendations, improve awareness and ensure that health and care services all meet people's communication needs.
- **Care homes:**  
We visited 13 residential care and nursing homes, speaking to 51 staff and 71 people living at the homes. As a result of our visits improvements have been made, including: the provision of fresh fruit to all people at the home, new thermostats installed (to improve heating), more staff being allocated for early morning shift to provide support for people at this time.

# Next steps

We will be developing workplans for the three project areas.

If you would like to support and/or be involved with any of the following projects:

- Dentistry
- GP services
- Mental health

Please get in touch by any of the following methods:



Tel: 01983 608608



Email: [enquiries@healthwatchisleofwight.co.uk](mailto:enquiries@healthwatchisleofwight.co.uk)



Post:

Freepost RTGR-BKRU-KUEL, Healthwatch Isle of Wight, The Riverside Centre, The Quay, Newport, Isle of Wight, PO30 2QR



Facebook: [Facebook.com/HealthwatchIOW](https://www.facebook.com/HealthwatchIOW)



X: @HealthwatchIOW



Healthwatch Isle of Wight  
Riverside Centre  
The Quay  
Newport  
Isle of Wight  
PO30 2QR

[www.healthwatchisleofwight.co.uk](http://www.healthwatchisleofwight.co.uk)  
t: 01983 608608  
e: [enquiries@healthwatchisleofwight.co.uk](mailto:enquiries@healthwatchisleofwight.co.uk)  
X @HealthwatchIW  
f [Facebook.com/HealthwatchIOW](https://www.facebook.com/HealthwatchIOW)