

On equal terms

Then and now

Healthwatch Isle of Wight Annual Report 2020-21



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Message from our Chair

Due to the COVID-19 pandemic, this has been a difficult year for everyone including Healthwatch and our staff and volunteers. Throughout the pandemic we have been working in different ways and we have learnt to use other ways of communicating between each other and more widely.

Our Achievements for This Year:

During the past 12 months we have paid particular attention in ensuring that information from the public is reported back to service commissioners and providers of both health and social care. This has been in the form of regular 'Healthwatch Intelligence' reports that have allowed them to address some of the issues identified. Our reports have also been helpful to the Isle of Wight Council's Policy and Scrutiny Committee for Health and Social Care, in identifying issues of mutual concern including access to GPs and NHS Dental Services.

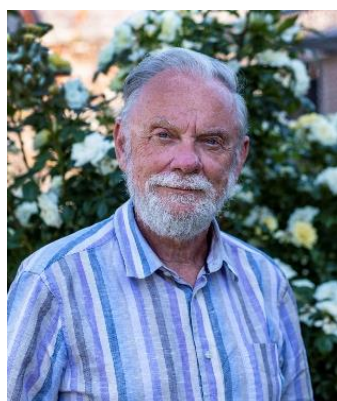


I would like to record my personal thanks and that of the Board, to our staff and volunteers for all their efforts during the year.

More broadly, following feedback from the public, we have undertaken major research into two areas of concern. These relate to Dental Services and Suicide Prevention Services. Dental services in particular raised an enormous response from the public as have similar reports by other local Healthwatch and Healthwatch England. More detail about our findings are included in this report.

With regard to GP services, we have sought to work as closely as possible with GP practice managers and encouraged them to refresh and reinvigorate their PPGs (Patient Participation Groups). This process has allowed us to develop positive working relationships within primary care.

As we enter the forthcoming year with COVID-19 still with us, we will continue to work safely with local people to hear about their experiences and we will ensure their voices are heard.



Chris Orchin, Chair, Healthwatch Isle of Wight

About us

Here to make health and care better

We are the independent champion for people who use health and social care services on the Isle of Wight. We're here to find out what matters to people and help make sure your views shape the support you need, by sharing these views with those who have the power to make change happen.

Helping you to find the information you need

We help people find the information they need about services in their area. This has been vital during the pandemic with the ever-changing environment and restrictions limiting people's access to health and social care services.

Our goals



1 Supporting you to have your say

We want more people to get the information they need to take control of their health and care, make informed decisions and shape the services that support them.



2 Providing a high quality service

We want everyone who shares an experience or seeks advice from us, to get a high quality service and to understand the difference their views make.



3 Ensuring your views help improve health & care

We want more services to use your views to shape the health and care support you need today and in the future.



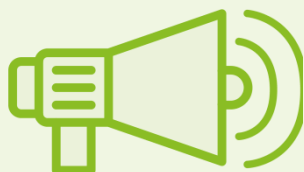
"Local Healthwatch have done fantastic work throughout the country during the COVID-19 pandemic, but there is more work ahead to ensure that everyone's views are heard. COVID-19 has highlighted inequalities and to tackle these unfair health differences we will need those in power to listen, to hear the experiences of those facing inequality and understand the steps that could improve people's lives."

Sir Robert Francis QC, Chair of Healthwatch England

Highlights from our year

How we have engaged and supported people in 2020-21.

Reaching out



We heard from

2,272 people

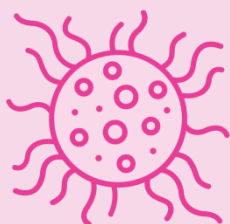
this year about their experiences of health and social care.

We provided advice and information to

3384 people

this year, via our website, via telephone or via social media

Responding to the pandemic



We engaged with and supported

670

people during the COVID-19 pandemic this year.

Making a difference to care



We published

6 Research Reports

about the improvements people would like to see to health and social care services. From this, we made 24 recommendations for improvement.

Covid Intelligence Reports

During the past year, we have shared and published 21 Covid Intelligence Reports

Health and care that works for you



22 volunteers

helped us to carry out our work. In total, they contributed **686** hours.

We employ 3 staff

Their hours are equivalent to 2.2 full time staff, which is a 14% decrease from the previous year.

We received

£148,500 in funding

from our local authority in 2020-21, 1% more than the previous year.



Theme one: Then and now Dentistry



Then: access to NHS dental services

Thanks to people sharing their experiences of dentistry we were able to help commissioners adapt to sudden changes in need and ensure that patients had access to simple, clear information about access to emergency treatment during the pandemic. The NHS England South East dental team have also agreed to complete an oral health needs assessment to determine local level of need, within Hampshire and the Isle of Wight

Due to the pandemic, at the end of March 2020, all dental practices in the UK closed to routine dental care and emergency dental hubs were quickly established to provide safe emergency dental care. We contacted NHS England (South East) team following feedback from the public, to request clear and up to date information about emergency dental care which we could share with local people.

During 2020, we noticed a rise in the number of people contacting us about dental services, with many people struggling to find an NHS dentist that would provide routine or even emergency care:



I can't get emergency treatment and I'm in so much pain."



What We Did: Dentistry

We published our first Dentistry Intelligence Report in September 2020 and shared this with system leaders.

In December 2020 we launched our Dentistry Survey and 730 people responded.

We found that 51% of the people who responded are not able to attend an NHS dentist on a regular basis and only 54.2% of children on the Isle of Wight accessed a dentist in the 24 months leading up to 31 December 2019.



"I have been trying to register both myself and my son with an NHS dentist on the island for over 6 years, but not even been added to a waitlist."

We found that some core groups of people were missing out on NHS dental care. In particular, families with children, older people, people with a learning disability and cancer patients.

We are greatly concerned that 66 people (9%) who responded to our survey, have been advised to register with an NHS dentist that is not located on the Isle of Wight. Many of these people were advised to travel off Island during the pandemic.

"I got told to go (to) Southsea but that's impossible with (no) money and five kids."

The results of the survey along with the statistics from the JSNA (2017) clearly show that access to NHS dental services on the Isle of Wight are of serious concern. Almost half of Island adults are unable to access NHS dental services and the comments that have been received from this survey and by Healthwatch in general over the years, show this is a longstanding issue that has not been addressed effectively and has been deteriorating rapidly.

The impact of this gap in services for people has and continues to be, profound. As a direct result of being unable to access preventative dentistry people have been living in pain, reliant on pain killers and repeated antibiotics, unable to eat and in some cases of utter desperation, resorting to removing their own teeth. People are suffering with their confidence and overall wellbeing as a result of their oral health and this is quite simply unacceptable.



To find out more check out our full Dental Services report on:

www.healthwatchisleofwight.co.uk



Now: Ongoing dentistry issues

Thanks to patients sharing their experience of dentistry during the pandemic, we have led the campaign locally to ensure that the issue of dentistry is right at the top of the worry list for NHS England (South East) and also for local statutory partners. Making dentistry a significant policy priority has been essential to ensuring the issues continue to be addressed.

Between April 2020 – March 2021, In addition to the 730 people who participated in our dentistry survey, over 800 people shared their experience of dentistry with us, this is 730% higher compared to the previous year.

“The lack of available dental care on the Island is appalling and can be likened to a third world country.”

As a result of people's feedback and participation in our survey, we produced a report of our findings and we made 6 recommendations for improvement.

In response to our report, NHS England has promised to:

- Work with Public Health England to produce a commissioning Needs Assessment for Hampshire and the Isle of Wight to determine where the recurrent UDA's should be tendered.
- Support the Local Authority to develop their JSNA (Joint strategic needs assessments).
- Work with local networks and professional groups to ensure practice communication is clearer regarding the patient offer.
- Encourage the Isle of Wight NHS Trust and care homes to introduce Mouth Care Matters.

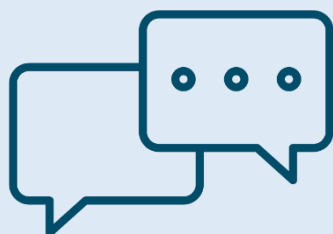
Bob Seeley, the Isle of Wight MP has written to the Sec of State, escalating our concerns

Next Steps

As people continue to contact us for support, we will keep escalating their concerns. We will urge NHS E/I to complete an oral health needs assessment as soon as possible, to determine the level of need on the Island and establish the level of NHS dental provision we currently have. Only then can we look at addressing the gaps in dental provision.

We believe everyone should be able to access the dental treatment they need when they need it.

Share your views with us



If you have a query about a health and social care service, or need help with where you can go to access further support, get in touch. Don't struggle alone. Healthwatch is here for you.



www.healthwatchisleofwight.co.uk



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Theme two: Then and now

Suicide Prevention and Mental Health



Then: suicide prevention and mental health

Suicide is a significant public health and social inequality issue, with more than 6,000 people across the UK and Republic of Ireland taking their own lives each year.

In 2019, a number of people who had been affected by suicide, contacted Healthwatch Isle of Wight.

We spoke to people who had attempted to take their own life and their families. We also spoke to the families of people who had taken their own life. They shared their experiences and feelings of helplessness and frustration. Their predominant driver was the need to ensure that services are improved to ensure that no one else has to go through a similar experience.

As a result of the themes arising from their feedback, we decided to send a survey to GPs on the Island to ascertain their views on local mental health provision and to establish their understanding of the IOW suicide pathway. This survey was sent to GPs at the beginning of 2020 prior to the COVID-19 pandemic.

Much of the feedback we received reported good feedback relating to individual members of staff, but problems arose with the systems and processes involved with the access and coordination of services.



Then: suicide prevention and mental health

Individual GPs and mental health professionals were singled out for praise, with people appreciating their commitment and responsiveness. The areas where the survey uncovered concerns related particularly to the coordination of services, where some GPs feel patients are discharged too soon from secondary care with no clear guidance or plan. Long waiting lists and a lack of organisational structure seems to be commonplace.



“Crisis mental health team only providing telephone consultation is not helpful for patients who are suicidal and advising suicidal patients to attend A&E if they need to be seen.”

Mental health services are always a high priority for many people on the Isle of Wight and they generally feature in the five most common services that people get in touch with us about. Although, not all people who attempt to take their life by suicide have a mental health condition, it is important to recognise the importance of having strong statutory and voluntary sector mental health services with easy access for both adults and younger people.

Recommendations

Within our report, we made 18 recommendations for improvement including the following:

- All media outlets should be offered refreshed training on reporting on suicides – both in print, word and online, with emphasis on compassion and discretion.
- Public Health to work closely with the voluntary sector to engage those people who are higher risk.
- There should be a thorough review of the Isle of Wight Suicide Prevention Strategy 2018 – 2021 to establish it's effectiveness.
- The links between primary care and mental health teams should be strengthened and monitored with regular feedback sought from GPs regarding the quality of mental health services.
- All GPs should be sent a copy of the patient pathway for those people who are at risk of suicide.



To find out more

e: enquiries@healthwatchisleofwight.co.uk

www.healthwatchisleofwight.co.uk



Now: suicide prevention and mental health

"I was impressed by the level of analysis carried out in the suicide prevention report by Healthwatch Isle of Wight. I hope it will provide a starting point for those working on suicide prevention across Hampshire and the Isle of Wight to reflect on the gaps in provision, what is working well already, and what will need to be improved moving forward. It is so important to have an objective third party that can look at topics such as these. It's only when we work together can we really save lives, and it was great to see Healthwatch's dedication to this very important issue that affects the local community. "

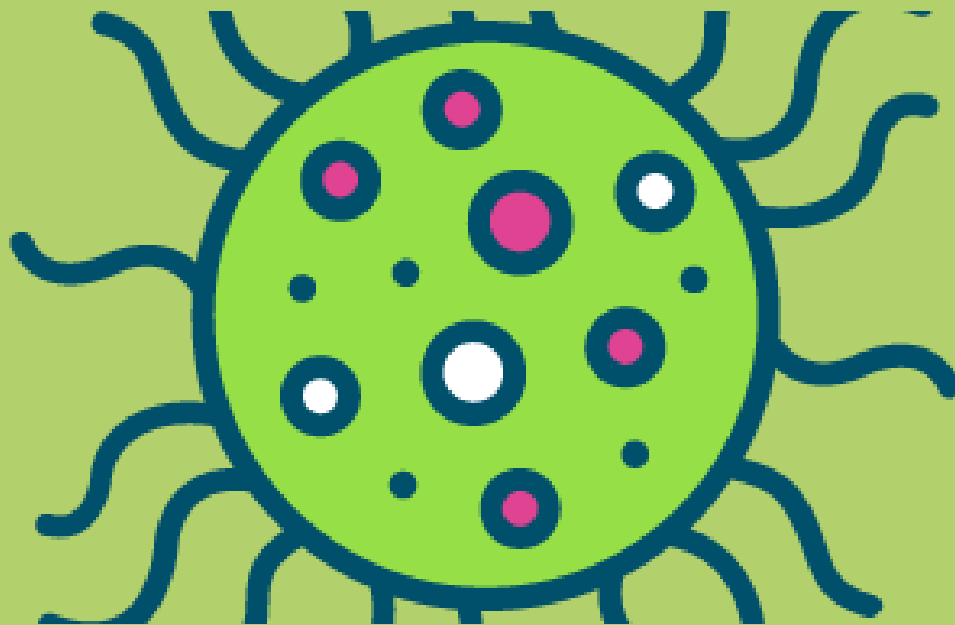
Dr Ann Luce, PhD, BSc., Sr. Fellow HEA, Associate Professor of Journalism and Communication

Elected UK Representative of the International Association of Suicide Prevention

Ultimately suicide prevention can only be effective if lessons are learnt from those who have sadly lost their lives to suicide. Progress can never be made without looking back and having those people at the forefront of everything that is done. To hear their stories and to learn the lessons they left. To always have the person at the heart of every policy, every interaction and every goal.

Our Suicide Prevention and Mental Health report will be published in July 2021 and we look forward to working with statutory partners on the Isle of Wight and sharing a 'zero tolerance' approach to suicide.





Healthwatch Isle of Wight Report: Covid-19 – one year on



Then: the first lockdown

COVID-19 is a severe acute respiratory virus and was first identified in Wuhan, China in December 2019. The World Health Organisation declared a worldwide pandemic on 11 March 2020, understanding that COVID-19 would not just be a public health concern, but would affect every sector.

The first confirmed case of COVID-19 on the Isle of Wight was on 7 March 2020

In April 2020, we began tracking feedback we received, that was directly related to COVID-19. We wanted to establish how feedback might change throughout the pandemic, along with people's priorities, anxieties and mental wellbeing.

During the next 12 months we identified all feedback which was directly related to the pandemic and analysed it to identify themes relating to the things that were most important to people. We then ensured that people's voices were heard, by completing Covid Intelligence reports, initially on a fortnightly and then on a monthly basis. These reports were shared with system leaders.

Top four areas directly related to COVID-19 that people have contacted us about.



657 people contacted us about GP services



524 people contacted us about Dentistry



97 people contacted us about pharmacy



65 people contacted us about inpatient care

COVID-19 Report: one year on



Our Covid Report details the changing emotions and reactions of people during a world wide crisis. We captured the hopes and fears of local people as we all learned to live in a different way.

This look back over the last year does not reflect the devastation that has been felt for so many families. Those who have lost loved ones, lost their jobs or suffered from isolation over the last 12 months. As of 30th March 2021, 280 people had lost their lives to Covid related illnesses on the island. One cannot imagine losing a family member during a pandemic, with the added stresses and upset of social restrictions. We hope that lessons will be learned and experiences will shape people, both individual and as a community.



Contact us to get the information you need

If you have a query about a health and social care service, or need help with where you can go to access further support, get in touch. Don't struggle alone. Healthwatch is here for you.



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Working in Partnership

IOW Safeguarding Adults Board: Hidden Harm

The Isle of Wight Safeguarding Adults Board set up a task and finish group, following an increase in both referrals to the SAR (Safeguarding Adult Review) sub-group and to the adult safeguarding team. The group included representatives from the Safeguarding Adults Board, Healthwatch Isle of Wight, Police, CCG, voluntary sector and the IOW NHS Trust.

The purpose of the group was to look at the possible implications of changes in processes and procedures across a number of agencies during the COVID-19 pandemic. In particular it looked at whether lack of access to services and face-to-face visits has been a factor in the suspected increase in hidden harm in both community and care settings.

Group members identified a number of case studies from their individual settings, relating to health and social care services, including addiction, access to primary care, mental wellbeing etc.

These case studies were discussed and analysed to identify common themes, good practice and areas in need of improvement. We particularly looked at whether Island residents had been negatively affected due to living on an Island during a pandemic.

A survey was also shared with statutory and voluntary sectors to identify how staff and volunteers had been able to adapt their practices during covid.

The results of the review will be shared with safeguarding board partners and NHS England/Improvement.



Kings College London: Research project - promoting a homely environment for people with a learning disability.

Healthwatch Isle of Wight is supporting Kings College London, University of Southampton, Choice Support and Sussex Partnership Foundation Trust in a 3 year project looking at what makes an environment 'homely' for people with a learning disability.



This study seeks to get the views and experiences of people with ID living in group homes of their group home setting, and to find out what would make their group home setting more homelike.

The study adopts a participatory research approach, directly involving people with a learning disability actively and meaningfully in all phases of the research.

It will involve photo taking and interviews with adults with a learning disability to capture their lived experience of homeliness in group homes. The aim is develop a checklist and toolkit for service providers to use with residents to find out ways to enhance homeliness in group homes.

GMC project: to support NHS complaints handling

We are working with the GMC (General Medical Council), The Advocacy People and the IOW NHS Trust in a pilot project with the aim of improving NHS complaints handling.

We will be supporting the development of agreed local protocols, jointly with the trust so that NHS patient complaints are managed fairly and effectively. There will be a review and agreement around when concerns regarding doctors fitness to practice should be escalated within the Trust and when appropriate, brought to the attention of senior managers.

The aim is to roll out the project to other areas of the country following successful development of local protocols relating to NHS complaints handling.



To find out more contact us:

e: enquiries@healthwatchisleofwight.co.uk

t: 01983 608608



Responding to COVID-19

Healthwatch plays an important role in helping people to get the information they need, especially through the pandemic. The insight we collect is shared with both Healthwatch England and local partners to ensure services are operating as best as possible during the pandemic.

This year we helped 3384 people by:

- Providing up to date advice on the COVID-19 response locally
- Linking people to reliable up-to-date information
- Supporting the vaccine roll-out
- Supporting the community volunteer response
- Helping people to access the services they need
- Sharing the issues that people are concerned about through our regular Covid Intelligence Reports.

Top four areas that people have contacted us about (including feedback not related to COVID-19) :



29% on GP services



39% on Dentistry



29% on Covid



3% on Mental Health

Example case study



An individual contacted us about his GP practice. He had phoned them to book a COVID-19 vaccination only to discover that he was not in fact registered with the practice and had not been since 2008 when he moved house. (He had informed his practice of his change of address and they had deregistered him without letting him know, as he was now out of their catchment area).

We supported him to register with his nearest GP practice and received the following feedback from him:

"Hello, just a quick thank you for your help and advice. Medical Centre have booked me in at 2.30 today for my vaccination."



Contact us to get the information you need

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Case Studies

GP appointments

During the pandemic, we heard from an individual about the problems he had when visiting his GP surgery for an appointment. He had to wait outside, with no access to handwashing or toilet facilities. He was concerned about older people having to wait outside with no shelter in the colder weather.

What did we do?

We contacted all local GP practices to ask what plans they had to ensure that patients were comfortable when waiting for a face to face appointment.

"I have just come back from an appointment at Medical Centre. I am pleased to say that they are now using segregated areas of the waiting room, (the seats being cleaned after each patient) and that, where appropriate, people accompanying patients are allowed in. It looks as if your representations have been successful – no more shivering in the cold outside. Thank you for your efforts."

Mental Health

An individual contacted us after having suicidal thoughts

"I have suicide thoughts daily and constantly feel like if I died at least I wouldn't bother anyone anymore."

What did we do?

We contacted the person and asked for their consent to share their information. We then contacted the IOW NHS Trust. They looked at the person's case and discovered that they had not received vital information from the person's GP in the Midlands. The mental health team escalated this gap in the system at Trust mental health Board. They also requested an urgent visit from the community mental health team. They were able to report back to us that the mental health team were now providing regular contact and support with the person.

Residential Care Home

An individual contacted us with safeguarding concerns about previous treatment of her husband in a care home. She had poor mental health due to the trauma she experienced because of his poor care.

We contacted the Isle of Wight Council safeguarding team and have been advised that they are looking into the concern.



Volunteers

At Healthwatch Isle of Wight we are supported by 22 volunteers who help us find out what people think is working, and what improvements people would like to make to services.

This year our volunteers:

- Helped people have their say from home, sharing people's feedback and experiences.
- Supported the staff team by inputting anonymised data onto our CRM information system.
- Attended local online meetings to represent Healthwatch and listen to people's stories.
- Helped with the local volunteering efforts of shopping and collecting prescriptions for those self-isolating or shielding.
- Supported local voluntary sector organisations to help provide food and meals to local people.





Board member - Bob

"I have been with Healthwatch Isle of Wight (HWIOW), for about 18 months now. I was originally recruited as an Associate Director with responsibility for Mental Health. Since then, I have become a non-Executive Director adding the finance responsibility to my role. The team at HWIOW are brilliant to work with and I am enjoying every minute.

I attend a fair few meetings with the people dealing with Mental Health and have been impressed with their dedication. I am focussed on Suicide Prevention and have undertaken Mental Health First Aid training, which I highly recommend to everyone. The Zero Suicide Alliance also provide free training on how to talk to somebody who is not in the best place. This training is free and again, highly recommended."



Volunteer - Margaret

Margaret's office skills have been invaluable this year as she has been helping to upload anonymised feedback onto our CRM (customer relationship management) information system.

"I have always found the Healthwatch team friendly and the monthly meetings interesting with group discussions and plans for the future."



Volunteer with us

Are you feeling inspired? We are always on the lookout for new volunteers. If you are interested in volunteering, please get in touch at Healthwatch Isle of Wight.



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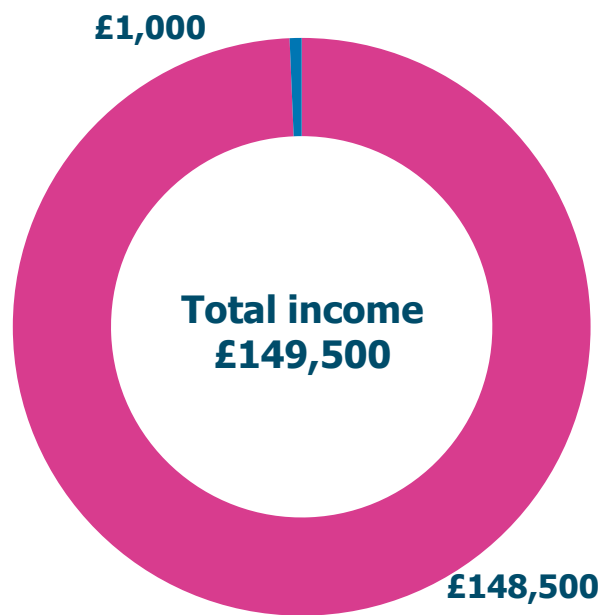
enquiries@healthwatchisleofwight.co.uk

Finances

To help us carry out our work we receive funding from our local authority under the Health and Social Care Act 2012.

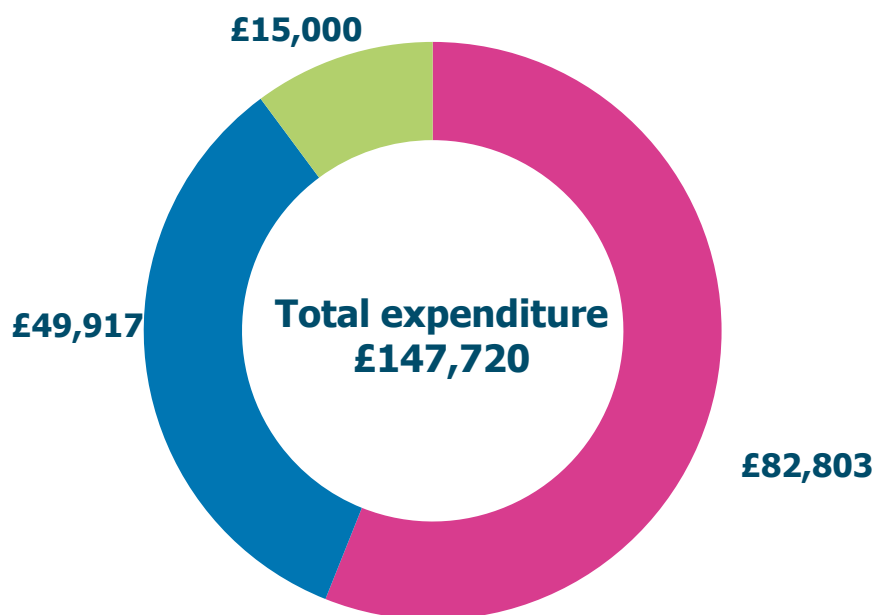
Income

- Funding received from local authority
- Additional funding



Expenditure

- Staff costs
- Operational costs
- Support and administration



Next steps & thank you

Top three priorities for 2021-22

1. Access to GPs
2. Dental services
3. Mental health services

Next steps

- As we move away from national restrictions, we already have plans in place to resume face to face engagement as soon as it is safe to do so and following government and local guidance. We will be recommencing our visits to care and nursing homes as part of our joint work with the IOW Council quality team.
- Last year, our Inpatient Mental Health Report identified several concerns around inpatient care on some of the mental health wards. We made several recommendations for improvement and requested urgent improvement action for Shackleton ward. This ward was closed in September 2019, resulting in Island residents with complex dementia needs having to travel to the mainland if they require inpatient care. We will be following up with the IOW NHS Trust to ensure that travel to the mainland is minimised.
- This year, we have a renewed commitment to social justice, supporting organisations to reduce health inequalities and working with seldom heard communities



"Tackling unfair health differences will need those in power to listen. To hear the experiences of those facing inequality and understand the steps that could improve people's lives, and then to act on what has been learned.

I would like to personally thank everyone that has shared their experience with us during the past year and would urge people to continue to do so. Nationally and locally, we have the power to make sure that those in charge of health and social care services hear people's voices, so as we look to the future, we will champion what matters to you."

Joanna Smith, Healthwatch Isle of Wight Manager



Statutory statements

About us

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

Healthwatch Isle of Wight uses the Healthwatch Trademark when undertaking our statutory activities as covered by the licence agreement.

The way we work

Involvement of volunteers and lay people in our governance and decision-making.

Our Healthwatch board consists of 7 members who work on a voluntary basis to provide direction, oversight and scrutiny to our activities. Our board ensures that decisions about priority areas of work reflect the concerns and interests of our diverse local community. Through 2020/21 the board met 7 times and made decisions on matters such as: Approving the Dental Services Report and approving the appointment of a new Associate Director for the Board.

We ensure wider public involvement in deciding our work priorities. Every year, we identify the 20 most common services, that people contact us about and we use this as the basis for our public Prioritisation Survey. We ask people to identify their top 5 health or social care priorities from this list and these become our areas of focus for the forthcoming year.

We regularly review our CRM (information management system) to identify key themes and trends from the feedback we are getting. We ensure that we have enough capacity and flexibility within our team to deal with these emerging issues.

Methods and systems used across the year’s work to obtain people’s views and experience.

We use a wide range of approaches to ensure that as many people as possible have the opportunity to provide us with insight about their experience of health and care services. During 2020/21 we have been available by phone, by email, provided a webform on our website, attended virtual meetings of community groups and forums, provided our own virtual activities and engaged with the public through social media. We have also linked with other voluntary sector organisations who have been our ‘eyes and ears’.

We are committed to taking additional steps to ensure we obtain the views of people from diverse backgrounds who are often not heard by health and care decision makers. This year we have done this by, for example, sharing our surveys with students and younger people at the Isle of Wight College.

We ensure that this annual report is made available to as many members of the public and partner organisations as possible. We publish it on our website: www.healthwatchisleofwight.co.uk

2020-21 priorities	
Project / activity area	Changes made to services
NHS Dental services	NHSE/I SE team have agreed to conduct an oral needs health assessment With information from NHSE/I, we created a Frequently Asked Question (FAQ) sheet about dental services for the public.
Suicide Prevention and mental health support	The report will be published in July 2021
Communication/information to the public	We shared information relating to COVID-19 testing and vaccinations and emergency dental care.
GP remote consultations	The CCG shared the top ten tips from ‘The Dr will zoom you now’ report with GPs and receptionists and identified ways to help people prepare for virtual appointments.

Responses to recommendations and requests

We had 3 providers who did not respond to requests for information or recommendations.

This year, due to the COVID-19 pandemic, we did not make use of our Enter and View powers. Consequently, no recommendations or other actions resulted from this area of activity.

We escalated concerns about dentistry to Healthwatch England and supported and contributed to their national dental campaign.

Health and Wellbeing Board

Healthwatch Isle of Wight is represented on the Isle of Wight Health and Wellbeing Board by Gill Kennett, Non Executive Director.

Policy and Scrutiny Committee for Health and Social Care

Healthwatch Isle of Wight is represented by Chris Orchin, Chair and Joanna Smith, Manager, Healthwatch Isle of Wight. They have effectively carried out this role by escalating concerns related to access to GPs and NHS dentistry. Joint work planned for this year includes work with GP Patient Participation Groups.



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