



# Speaking up for better care

Healthwatch Isle of Wight annual report 2025/26

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**Acting Chief Executive  
Healthwatch England**  
Chris McCann

“

The NHS plays a vital role in our lives, and we know it faces real challenges. Listening to people’s thoughts about their care is one of the best ways to improve services. Every comment, concern, and compliment helps health and care professionals see what works and what needs to change, so care can be safer and better for everyone.

“We want to say a heartfelt thanks to all the local people who have taken the time to share their experiences, and to the health and social care professionals who have listened and acted on that feedback. Your commitment has helped make a real difference for our community.”

# A message from our chair

## The voices of Island residents remain at the heart of everything we do

This is the third year that I have to report that Healthwatch Isle of Wight has received feedback from the public indicating that the island population is finding accessing effective health and social care services challenging.

This is a pattern also being repeated on the mainland but exacerbated here by our population demographics which include a higher percentage of very elderly people who require additional support.

On a positive note, although there are significant pressures in the hospital, community care and care homes, we have outstanding volunteers in all sectors on the island who provide selfless input to back up our statutory services and for whom we are all grateful. We continue to raise our concerns about adequate service provision with the island's NHS Trusts, Adult Social Care, both Members of Parliament and the Integrated Care Board (ICB).

We have had contact with thousands of people from across the island to hear their experiences of health and social care. Their voices, alongside the findings from our research, engagement and monitoring work, are reflected throughout this report and help provide a clear picture of local health and social care services.



**Chair, Healthwatch  
Isle of Wight**  
Alison Geddes



“We remain committed to ensuring that you receive a timely and effective service from Healthwatch and I thank all our staff members, volunteers and the Board for their enthusiasm and commitment to the Isle of Wight.”

# About us

Healthwatch Isle of Wight is your local health and social care champion.

We ensure that NHS leaders and decision-makers hear your voice and use your feedback to improve care. We can also help you find reliable and trustworthy information and advice.



## Our vision

To bring closer the day when everyone gets the care they need.



## Our mission

To make sure that people's experiences help make health and care better.



## Our values are:

**Equity:** We're compassionate and inclusive. We build strong connections and empower the communities we serve.

**Collaboration:** We build internal and external relationships. We communicate clearly and work with partners to amplify our influence.

**Impact:** We're ambitious about creating change for people and communities. We're accountable to those we serve and hold others to account.

**Independence:** Our agenda is driven by the public. We're a purposeful, critical friend to decision-makers.

**Truth:** We work with integrity and honesty, and we speak truth to power.

# Our year in numbers

In 2025/2026 we supported more than **8,000** people to have their say and get information about their care. We employed 4 full and part time staff and, our work was supported by 20 volunteers.

## Reaching out:



**3,154** people shared their experiences of health and social care services with us, helping to raise awareness of issues and improve care.

**5,864** people visited our website or came to us for clear advice and information on topics such as finding a local care home and finding an NHS dentist.



## Championing your voice:

We published **17** reports about the improvements people would like to see in areas like **end of life care**, **women's cardiovascular health** and **trauma informed care**.

Our most popular report was **Who cares for the carers?**, highlighting the challenges faced by unpaid carers in accessing care for cardiovascular disease.



## Statutory funding:

We're funded by the IOW Council. In 2025/26 we received £153,000, which is the same as last year.

# A year of making a difference

Over the year we've been out and about in the community listening to your stories, engaging with partners and working to improve care on the Isle of Wight. Here are a few highlights.

## Spring

We hosted an interagency trauma-informed learning event to improve coordinated responses to people in crisis.



We hosted a successful PPG (patient participation group) event to bring together PPG members and GP practice staff from across the Island.



## Summer

We presented our end of life care report to the Adult Social Care, Public Health and Housing needs Committee, ensuring that people's experiences informed local decision making.



We used feedback from our quality visits to drive measurable improvements at the IOW NHS Trust.



## Autumn

We engaged directly with senior Wightlink staff through a familiarisation visit, sharing people's feedback and highlighting cross Solent travel challenges.



We shared a thematic report of dentistry feedback with commissioners, highlighting issues with quality, access to the special care dental service and cost.



## Winter

Our focus group on women's cardio vascular health informed ICB work and brought attention to the specific challenges faced by unpaid carers.



We shared our Online Trust report with the Department of Health and Social care, ensuring that patient feedback was considered at a national level ahead of the services launch.



# Working together for change

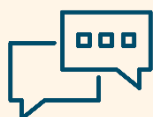
We've worked with neighbouring Healthwatch to ensure people's experiences of care across Hampshire and the Isle of Wight are heard at the Integrated Care System (ICS) level, and they influence decisions made about services at the Hampshire & Isle of Wight Integrated Care Board.

This year, we've worked with Healthwatch across Hampshire and achieved the following:



## A collaborative network of local Healthwatch:

Working collaboratively across Hampshire, Portsmouth, the Isle of Wight and Southampton, the four local Healthwatch organisations have a strong partnership to support public engagement, funded by the Hampshire & Isle of Wight ICB. Together, we contribute to key system forums, including the System Quality Group, Integrated Care Partnership, and a range of Transformation Boards.



## Influencing change through feedback:

Through this collaborative approach, the four local Healthwatch have aligned their activity to gather, analyse and present patient feedback at scale. This includes for example, joint insight-gathering work on NHS dental appointment availability, supporting the ICB's flexible commissioning approach, and providing specialist patient and public involvement (PPI) support to system stakeholders.



## Building strong relationships to achieve more:

In addition, our collaboration has driven Accessible Information Standard (AIS) improvement, supporting four priority workstreams and a dedicated steering group established in response to the findings of our joint report. Across all of this work, we share insights with ICB leadership—who attend our quarterly meetings—using a combination of quantitative data, lived experience stories, and direct quotes from residents.

We've also summarised some of our other outcomes achieved this year in the Statutory Statements section at the end of this report.

# Driving improvements through multi agency working

This year, we have partnered with system leaders to champion and embed a trauma-informed approach across services.

We convened a multi-agency learning event following a serious incident involving several Island services. This was informed by the experiences of an individual who had been supported by multiple services. The purpose of the event was not to apportion blame, but to enable collective reflection on what happened, explore the systemic issues that contributed to the incident, understand its impact on both the individual and staff involved, and identify clear, actionable improvements to support more effective, trauma-informed practice in the future.

The incident highlighted significant shortcomings in care and treatment experienced by a person living with dementia.

Three members of the Healthwatch Isle of Wight Board and the Healthwatch Isle of Wight manager met with representatives from the following:

- Hampshire & IOW Police
- IOW NHS Trust
- IOW Council
- IOW NHS Trust ambulance service
- Hampshire & IOW Integrated Care Board
- Hampshire & IOW Healthcare NHS Foundation Trust

We discussed the incident that had occurred, focusing on the impact on the person, but reviewing the perspectives from each organisation.



## Key themes:

- Multiple breakdowns in pathways of care
- Poor access to some services
- Constraints on emergency responders
- Limited understanding of dementia and trauma responses
- Hospital is used as default service
- Limited support for carers.

# What difference did this make

**Our work has directly influenced service development, commissioning and partnership approaches across health and social care systems.**

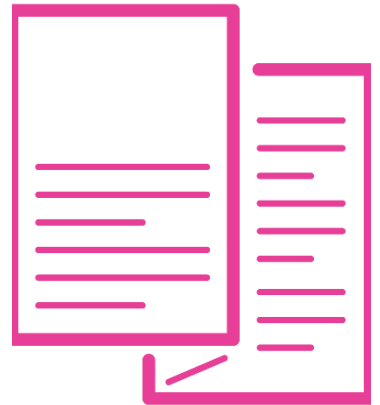
We received comprehensive responses from all organisations involved in the event, outlining a range of improvements made as a result of the learning:

## **Improved workforce knowledge and skills**

- Trauma informed practice has been embedded within adult social care through a department wide learning programme, supporting staff to better understand people's experiences and respond in a more compassionate, person centred way.
- The IOW Council and Hampshire & IOW Integrated Care Board have strengthened their commitments through the Trauma Informed Concordat, ensuring more consistent, sensitive support, particularly for people who have experienced trauma.
- A dedicated dementia lead officer within Hampshire & IOW Police is driving awareness and training across teams, helping officers to respond more appropriately and effectively to people living with dementia.

## **Stronger partnership working:**

- Joint training opportunities between police and ambulance are being explored to improve coordinated responses.
- The ICB is developing a system wide learning infrastructure, including a knowledge hub and communities of practice to support shared learning and continuous improvement.



The Council is very proud of the service it commissions from Healthwatch IW and values the work that your team do to support Island residents. The Healthwatch IW Learning Event and the subsequent report provides great insight into health and social care locally and more specifically the support that as a system is available for local people living with a dementia and their families/carers. The themes and trends identified in the report will help to shape our services and those that we commission.

**Laura Gaudion, Strategic Director Adult Social Care, Housing and the Coroners Service, IOW Council.**

# Spotlight on Healthwatch Isle of Wight

This year we have been working hard to hear from as many people as possible by using inclusive methods of engagement, sharing information with local communities and finding new ways of listening to people's stories.

In 2025/26 we had 51 articles published in the media, covering everything from a lack of NHS dentistry to the quality of care in care homes. They were published in the following:

- IOW County Press
- On the Wight
- Isle of Wight Radio
- Island Echo
- BBC Radio Solent
- IOW Observer



## Media Interviews



During the last 12 months, we have conducted 4 radio interviews and 4 television interviews with BBC Radio Solent and That's TV Solent, and covered topics such as:

- Waiting times for the special care dental service.
- The impact of the closure of community pharmacies.
- Our review of local cancer services.

## Social media

1,372 people follow Healthwatch Isle of Wight on Facebook. This is an increase of 104. This year we posted 155 times.



Website  
24,816 website page views, with 5,864 visiting the site directly.



# Sharing our work on a regional stage

## We were invited to present at the SOAR (Southampton Academy of Research) spring event at the Axis Centre, Southampton

We presented to research students, research fellows and senior NHS Trust representatives, highlighting our work with unpaid carers and showcasing two of our films, highlighting the importance of people registering as unpaid carers with their GP practice.

We also provided advice on how local Healthwatch can support community engagement programmes across the region.



## Partnership working with Healthwatch colleagues.

We have recently launched a collaborative project with local Healthwatch colleagues, delivering a shared survey across Hampshire and the Isle of Wight to capture people's experiences of accessing GP services since October 2025.

This work will provide valuable, real-time insight into the challenges people face. By bringing these findings together and sharing them with regional commissioners, we aim to directly influence service improvements and support better, more accessible GP provision for Island residents..



## Regional recognition for accessible information impact

We came third in a poster competition at the Improving Together Conference, organised in partnership with NHS Hampshire & IOW Integrated Care Board, the Academy of Research and Improvement and NHS providers.

This showcased the regional impact of our work on the Accessible Information Standards.



10 September 2025

### Improving Together Conference

#### Certificate of Recognition for Displaying a Quality Improvement Project Poster:

Joanna Smith

*Frances Wiseman*

*Sarah Williams*

Frances Wiseman  
Director of Improvement and Insight  
NHS Hampshire and Isle of Wight ICB

Sarah Williams  
Director of Research and Improvement  
Hampshire and Isle of Wight Healthcare NHS Foundation Trust

This event was funded through the Q Community's Supporting Q Connections programme, by the Health Foundation.

Produced in partnership with:  
Isle of Wight NHS Trust  
NHS Hampshire and Isle of Wight ICB  
Hampshire Hospitals NHS Foundation Trust  
Portsmouth Hospitals University NHS Trust  
Hampshire and Isle of Wight Healthcare NHS Foundation Trust  
University Hospital Southampton NHS Foundation Trust  
South Central Ambulance Service NHS Foundation Trust  
The Academy of Research and Improvement

# Making a difference in the community

We bring people's experiences to healthcare professionals and decision-makers, using their feedback to shape services and improve care over time. Here are some examples of our work on the Isle of Wight this year:



## Creating empathy by bringing experiences to life

**Hearing personal experiences and their impact on people's lives helps services better understand the issues people face.**

We were contacted by an individual who was unable to access urgent treatment on the Island following cancer surgery and was therefore required to travel to the mainland for care. They had raised concerns with PALS (patient advice and liaison service) but had not had a response. We contacted the hospital on their behalf and were advised that a senior member of clinical staff would make direct contact to address and resolve the concerns raised.



## Getting services to involve the public

**By involving local people, services help improve care for everyone.**

We worked with regional commissioners to share the views and experiences of people who have used end-of-life services. We highlighted the importance of the local hospice to the Island community and the impact of potential funding reductions. Commissioners listened and agreed to continue funding at the same level in the short term.



## Improving care over time

**Change takes time. We work behind the scenes with services to consistently raise issues and bring about change.**

In 2016 we undertook our first review of cancer services, followed by further work in 2018. Building on this, we are now collaborating with Wessex Cancer Alliance to hear about people's recent experiences of cancer services to ensure that services reflect the unique needs of IOW residents.

## Quality visits to the IOW NHS Trust

April 1<sup>st</sup> 2025 – Mar 31<sup>st</sup> 2026

We regularly support the IOW NHS Trust with their quality visits to all departments of the hospital and their community services.

We speak to people, their families, carers and members of staff and listen to people's experiences of the service. Feedback is then anonymised and shared with the hospital quality team to support their improvement programme.

Our Experts by Experience visited 9 departments of the IOW NHS Trust.



Experts by Experience spoke to 13 members of staff, 6 family members/visitors and 37 patients.



Experts by Experience spent 17 hours speaking to patients, family and staff



**Our volunteers spent 17 hours speaking to patients, family and staff.**

### Where we visited

We visited the following departments: Coronary care unit, oncology, Whippingham ward, Colwell ward, Paediatric ED, Same day emergency care, Mottistone, Acute assessment unit.

### What difference did this make

Our feedback has been used to support improvements in the environment, in communication with patients, and in supporting the Trust to understand the experiences of patients, their families and carers.

## Improving care in residential care and nursing homes

This year we have supported the IOW Council quality team in their visits to care and nursing homes, by providing Experts by Experience for the visits.

Our Experts by Experience visited 10 care homes and 1 nursing home.



Experts by Experience spoke to 43 members of staff, 11 managers, 9 family members/visitors and 70 people who live at the homes.



Experts by Experience spent over 40 hours speaking to people and observing practice during the year.



## 37 recommendations for improvements were made

Our Experts by Experience accompany the IOW Council quality team on their visits to care and nursing homes. They speak to people living at the home, their family, friends and visitors and speak to staff about their experiences of working at the home.

They also observe a mealtime, looking at how staff communicate with people, whether people are given a choice of food and are given a choice of where they can eat their meals.

A report of the visit is shared with the home and with the IOW Council contracts team, who can then ensure that our recommendations are met.

### What difference did this make:

- Staff have been provided with medication refresher training.
- Redecoration of communal areas.
- Additional community activities organised.
- Additional staff rostered on during key times, to support people at the home.
- New thermostats installed in communal areas of the home.

# Listening to your experiences

Services can't improve if they don't know what's wrong. Your experiences shine a light on issues that may otherwise go unnoticed.

This year, we've listened to feedback from all areas of our community. People's experiences of care help us know what's working and what isn't, so we can give feedback on services and help them improve.



# Shaping cardio vascular care through unpaid carers' experiences

**Earlier this year, we championed the voices of female unpaid carers through a regional project led by the Hampshire & IOW Integrated Care Board.**

Commissioned as part of this work, we engaged directly with unpaid carers to ensure their experiences informed efforts to improve cardio vascular health.

## What did we do

We held a focus group in partnership with Carers IW to explore unpaid carers experiences of cardiovascular health.

Three people who were unable to attend the session were still keen to share their experiences, and their feedback was incorporated into our report.

A total of **12 women attended the focus group**, which took place at **Carers IW, Riverside Centre, Newport**.

Participants were provided with an information sheet explaining the purpose of the discussion, the agenda for the session, how confidentiality would be managed, and details of local and regional support services.



Discussions were guided by the following questions:

- How do female carers experience heart health services?
- What makes it easier or harder to seek help?
- What changes would improve prevention, diagnosis and treatment?

## What did people tell us

- Carers often prioritise others needs over their own health
- Access to health checks can be challenging
- Carers are at increased risk of cardio vascular disease
- Many reported difficulties accessing GP services
- The caring role is not always recognised or understood.

## Key things we heard:

5/12

Only 5 out of 12 participants had had a health check within the past 5 years.



“Since Covid it’s hard to get a GP appointment. I’m on 20 medications a day and no-one reviews it at all. I did ask for a medication review but I’m still waiting.”



“I have not had a single week off from caring since 2017; I am exhausted.”

## What difference did this make?

Commissioning teams from Public Health and the Hampshire & IOW Integrated Care Board are looking at ways to improve access to health checks, with a particular focus on supporting those who face additional barriers, such as unpaid carers.

Our report can be found here:  
<https://www.healthwatchisleofwight.co.uk/report/2026-06-09/unpaid-carers-focus-group-march-2026>



## Feedback from the Hampshire & IOW Integrated Care Board:

“This is really excellent, thank you for the time and attention you’ve put into developing this. I have been sharing both the full report widely, as well as your slide deck to any partners who work in the IoW – there is already lots of interest in the findings.”

# Making your voice count

## This year 3,154 people

shared their experiences of health and social care services with us helping to raise awareness of issues and improve care.

## What have people been telling us?

Topic/service	Concern	What we did
Inpatient care concerns	During a quality visit to a hospital ward at the IOW NHS Trust, patients told us the ward was noisy and staff were not supporting people to understand their diagnosis or treatment.	Following a meeting with senior staff, we revisited the ward to check whether improvements had been made. We were pleased to hear from patients that their experiences had greatly improved, providing reassurance that positive changes had been implemented.

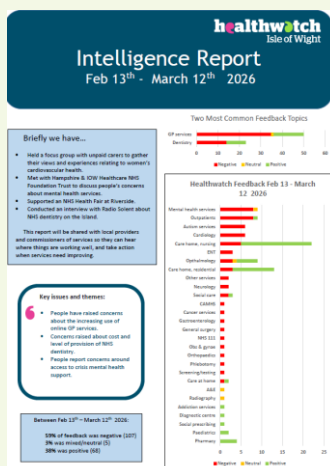


*'I would like to extend my thanks to you for taking the time to undertake this visit and provide such constructive feedback.'*

*We acknowledge the areas you have highlighted for attention and these will be incorporated into our ongoing quality improvement work. Your observations are an important part of our assurance and learning process.*

*Director of Nursing, IOW NHS Trust*

## Monthly Intelligence reports



Every month, we share our intelligence report with the local media, system leaders and voluntary sector partners.

This means that they are quickly alerted to the feedback people have shared with us during the past month. Services and commissioners can then identify early warning signs to indicate that services need improving.

We also highlight when people have positive experiences of health or social care services to celebrate and share good practice.

# Hearing from all communities

We're here for everyone on the Isle of Wight That's why, over the past year, we've worked hard to reach out to those communities whose voices may go unheard.

Every member of the community should have the chance to share their story and play a part in shaping services to meet their needs.

## **This year, we have reached different communities by:**

- Conducting enter and view visits to residential care homes supporting people with a learning disability.
- Visiting West Wight breast feeding group.
- Engaging with cancer support groups, Veterans Outreach and other local community groups across the Island.



# Listening to people with a learning disability.

## **We conducted enter and view visits to four residential care homes, supporting people with learning disabilities.**

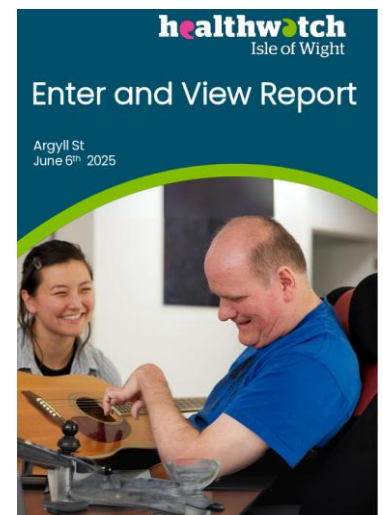
These visits were part of our statutory role to ensure that people using services are heard and that care is safe, dignified and person-centred.

The visits were planned, but unannounced in timing. Providers were informed in advance that visits would take place within a two week window, but were not given specific dates. This approach enabled us to gain an authentic picture of day to day care and lived experience.

### **Services visited:**

- 22 Argyll St, Ryde
- Plean Dene, Shanklin
- Powys House, East Cowes
- Woodville, Ryde

During each visit, our authorised representatives observed care delivery, spoke with people living at the home where appropriate, engaged with staff and considered how well services support people to live independent, meaningful lives



### **What we found?**

Several positive themes were evident across most of the homes:

- Strong relationships between staff and people at the home, with many examples of kind, respectful and supportive communication.
- Community engagement, with some services demonstrating excellent links to local activities, helping people remain active and included in their local communities.

# We identified areas needing improvement

- Safe moving and positioning practices were variable, particularly in relation to how staff support people to transfer safely between environments
- Physical environments varied across settings, from well-maintained, homely spaces, to areas that would benefit from refurbishment or improved accessibility.

## Responses from care home managers

*"we are really pleased with how positive the report is overall. The visit really captured the feel of the home and it's lovely to see the hard work from the team reflected back, especially around the atmosphere, staff interactions and personalised support."*

*"Thank you for this report. We were delighted to see recognition of our commitment to delivering person centred care in a homely setting. And this is something we are very proud of."*

## What difference did this make?

The following improvements have been made as a result of our visits:

- To ensure care reflects current best practice, a physiotherapist carried out a joint review of moving and handling arrangements following concerns raised. The review took place in June, with practical guidance provided to reinforce safe techniques.
- A replacement tumble drier has been ordered and installed, improving day to day living conditions.
- Food hygiene practices have been strengthened, with staff now covering meals when transporting them.
- A full dependency screening exercise has been completed, to ensure staffing levels are appropriate and responsive to people's needs.



# Information and signposting

When you're struggling to find an NHS dentist, looking for help about how to make a complaint, or need advice about a good care home for a loved one – we're your first port of call.

**This year 5,864 people have reached out to us for advice, support or help finding services. These conversations also help us to understand where, and how, your care can be made better.**

## **This year, we've helped people by:**

- Providing up-to-date information people can trust
- Helping people access the services they need
- Supporting people to look after their health
- Signposting people to additional support services



## Dental care for families and children

**During the year, we were pleased to see a significant local improvement in access to NHS dental services following engagement from a local dental provider.**

The practice contacted us to share that they had successfully recruited two additional dentists, enabling them to offer NHS places for over 200 new patients, both children and adults, with availability starting immediately.

Importantly, the provider committed to prioritising individuals referred through our service, ensuring that those most in need, who had contacted us for support, were among the first to benefit from this increased capacity.



“Thank you so much, we now have a dentist.”

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## Securing the right support through partnership working

**An individual felt their relative was being disadvantaged because of their complex needs.**

We instigated a multi agency meeting after being contacted by a family member, concerned about funding arrangements for their relative. They were concerned that their relative may have to leave their home as a more cost effective placement was being sourced.

We raised our concerns and following constructive discussions, the funding decision was reviewed, with payments backdated to ensure the individual was not financially disadvantaged.

# Showcasing volunteer impact

Our fantastic volunteers have given 821 hours to support our work. Thanks to their dedication to improving care, we can better understand what is working and what needs improving in our community.

## This year, our volunteers:

- Visited communities to promote our work
- Collected experiences and supported their communities to share their views
- Carried out Enter and View and quality visits to local services to help them improve



# At the heart of what we do

From finding out what residents think to helping raise awareness, our volunteers have championed community concerns to improve care.

## Enter and view visits

Our authorised representatives carried out four Enter and View visits to residential care homes this year, speaking with people with a learning disability, their families, staff and management to understand their experiences and identify opportunities to improve care.

## Health and social care visits

In addition, volunteers visited nine departments across the IOW NHS Trust and supported quality visits to eleven residential care and nursing homes. During these visits they spoke with people using services, their relatives and staff to gather first hand feedback, celebrate good practice and identify areas where improvements could enhance people's experiences. These visits have had a significant impact, providing organisations with independent insight, supporting service improvements and helping to ensure that people's voices are at the heart of health and social care across the Isle of Wight.

“Our volunteers have been particularly active this year, contributing to a wide range of additional activities. They completed three PLACE visits (patient led assessments of the care environment), providing valuable recommendations to support improvements in services. Volunteers also represented Healthwatch at community events and played an important role in reviewing reports, information leaflets and other materials, helping to ensure that information for the public is clear, accessible and easy to understand.



## Be part of the change

If you've felt inspired by these stories, contact us today and find out how you can be part of the change.



[www.healthwatchisleofwight.co.uk](http://www.healthwatchisleofwight.co.uk)



01983 608608



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

# Finance and future priorities

We receive funding from the Isle of Wight Council under the Health and Social Care Act 2012 to help us do our work.

## Our income and expenditure:

Income		Expenditure	
Annual grant from Government	£153,000	Expenditure on pay	£113,334
Additional income	£17,989	Non-pay expenditure	£12,784
		Office and management fee	£41,639
<b>Total income</b>	<b>£170,989</b>	<b>Total Expenditure</b>	<b>£167,757</b>

## Additional income is broken down into:

- £15,000 received from Wessex Cancer Alliance for a joint project
- £1,484 funding received from Hampshire I& IOW ICB for CVD project

## Integrated Care System (ICS) funding:

Healthwatch across Hampshire and the IOW also receive funding from our Integrated Care System (ICS) to support new areas of collaborative work at this level, including:

Purpose of ICS funding	Amount
Local Healthwatch collaboration	£1,500
	£
	£

# Finance and future priorities

**Over the next year, we will keep reaching out to every part of society, especially people in the most deprived areas, so that those in power hear their views and experiences.**

We will also work together with partners and our local Integrated Care System to help develop an NHS culture where, at every level, staff strive to listen and learn from patients to make care better.

## **Our top three priorities for the next year are:**

1. Champion and strengthen meaningful public involvement in all aspects of service design and delivery, particularly in response to the planned abolition of Healthwatch, ensuring that successor arrangements are effective and efficient to meet the needs of the IOW population.
2. Improving access to GP services. We will be analysing the findings from our Island wide GP survey to identify the issues that matter most to local people. Working in partnership with other local Healthwatch and NHS partners, we will use this evidence to influence improvements in access to primary care.
3. Improving cancer services. We will continue to work to improve people's experiences of cancer services by reviewing the findings from our cancer engagement project and listening to the experiences of people who have used cancer services more recently. We will work with Wessex Cancer Alliance and local partners to support the implementation of our recommendations. The findings from our work will be shared at a public event in July to discuss how cancer services can continue to improve.

# Statutory statements

Healthwatch Isle of Wight, Riverside, The Quay, Newport. IOW. PO302QR

Healthwatch Isle of Wight CIC subcontracts Help & Care and Community Action IW to provide all Healthwatch services across the Island.

**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 9 members who work voluntarily to provide direction, oversight, and scrutiny of our activities.

Our Board ensures that decisions about priority areas of work reflect the concerns and interests of our diverse local community.

Throughout 2025/26, the Board met 8 times and made decisions on matters such as escalating concerns, our annual work plan and the refreshing of policies and procedures. We ensure wider public involvement in deciding our work priorities.

## Methods and systems used across the year to obtain people's experiences

We use a wide range of approaches to ensure that as many people as possible can provide us with insight into their experience of using services.

During 2025/26, we engaged with people through multiple channels including phone and email, a web form on our website, social media platforms, and by attending meetings of community groups and forums.

We ensure that this annual report is made available to as many members of the public and partner organisations as possible. We will publish it on our website, highlight on social media and share with system leaders.

# Statutory statements

## Responses to recommendations

We had 1 providers who did not respond to requests for information or recommendations. There were no issues or recommendations escalated by us to the Healthwatch England Committee, so there were no resulting reviews or investigations.

## Taking people's experiences to decision-makers

We ensure that people who can make decisions about services hear about the insights and experiences shared with us.

For example, in our local authority area, we take information and present our reports to the IOW Council Adult Social Care, Public Health and Housing Needs Committee and IOW Health and Care Partnership.

We also take insights and experiences to decision makers in the Hampshire & IOW Integrated Care System. For example, we share reports and feedback with other local Healthwatch at the System Quality group, the Integrated Care Partnership Board and at the Hampshire & IOW Transformation Boards. We also share our data with Healthwatch England to help address health and care issues at a national level.

## Healthwatch representatives

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

During 2025/26, our representative has effectively carried out this role by sharing intelligence and advocating for greater public involvement.

Healthwatch Isle of Wight is represented on the Hampshire & IOW Integrated Care Partnerships by Neil Nolton Heaton (Executive Director) and on the IOW Health and Care Partnership Board by Alison Geddes (Chair) and Joanna Smith (Manager).

# Statutory statements

## Enter and view

Location	Reason for visit	What you did as a result
Plean Dene residential care home	Review of learning disability care homes	Report published with recommendations. Follow up meeting with the provider to discuss improvements.
Woodville	Review of learning disability care homes	Report published with good practice shared.
22 Argyll St	Review of learning disability care homes	Report published with good practice shared.
Powys House	Review of learning disability care homes	Report published with good practice shared.

## 2025 – 2026 Outcomes

Project/activity	Outcomes achieved
Visits to IOW cross Solent ferry operators, Wightlink and Red Funnel	Improved understanding of patient travel challenges for off-Island healthcare
Joint work on the Accessible Information Standards	Increased training for NHS staff and improved access to systems for identifying and recording patients' communication needs
Partnership work with IOW Council mental health champion	Engagement with mental health leaders to share concerns and drive improvements

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