

**Annual Report 2024–2025**

**Unlocking the power of  
people-driven care**

Healthwatch Isle of Wight

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"The impact that local Healthwatch have is vitally important. Healthwatch are empowering their communities to share their experiences. They're changing the health and care landscape and making sure that people's views are central to making care better and tackling health inequalities."

**Louise Ansari, Chief Executive, Healthwatch England**

# A message from our Chair

## **We make sure your voices are heard.**

Last year, I noted the difficulties our island community was experiencing in accessing health and social care services. Regrettably, these challenges remain. As highlighted in our monthly Intelligence Reports featured in local media, public satisfaction continues to decline. Conversations with service providers reveal that they are, at times, struggling to meet the need for their services. Despite these pressures, we sincerely commend the dedication and hard work of all staff members who continue to serve our community with unwavering commitment.

We have raised our concerns about the adequacy of service provision with both Members of Parliament and the Integrated Care Board (ICB) and are working closely with Healthwatch colleagues in our region, to ensure the Island is adequately represented and local people's voices are championed.

We have engaged with thousands of people from across the island to hear about their experiences with health and social care services. These insights, together with the findings from our annual survey, are presented in this report.

On a more positive note, we are pleased to have supported an increase in dental provision and hope this progress continues. Additionally, we have begun developing our Youthwatch service to ensure that the voices of young people are better heard.



"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."

**Alison Geddes, Chair Healthwatch 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

We've supported more than **3,500** people to have their say and get information about their care. We currently employ 4 full and part time staff and our work is supported by 20 volunteers.

## Reaching out:



3258 people shared their experiences of health and social care services with us, helping to raise awareness of issues and improve care.

425 people came to us for clear advice and information on topics such as autism and ADHD diagnosis and finding an NHS dentist.

## Championing your voice:



We published 11 reports about the improvements people would like to see in areas like Dentistry, Autism and Dementia.

Our most popular reports were our monthly Intelligence reports, highlighting people's struggles in accessing pharmacy care and NHS Dentistry.

## Statutory funding:



We're funded by the Isle of Wight Council. In 2024/25 we received £153,000 which is the same as last year.

# Continuing our work on the Accessible Information Standards

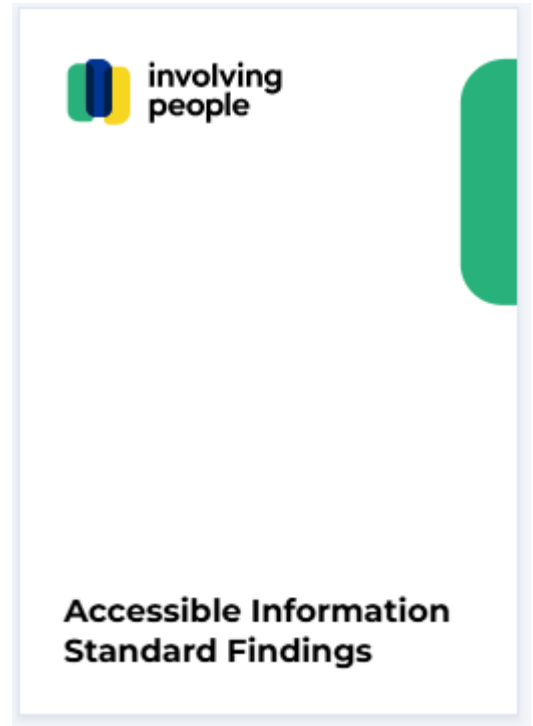
## Report prompts action from ICB

**This year we published our joint Accessible Information Report, in partnership with Healthwatch colleagues in Hampshire, Portsmouth and Southampton.**

As a result, the Hampshire & IOW ICB has set up an Accessible Information Group to oversee the implementation of the recommendations in our report.

Four subgroups have also been set up to focus on the following:

- Training – to explore how services can help staff promote accessible information.
- Awareness – to identify how services can raise awareness and understanding of AIS across staff and the public.
- Systems – looking at how health and care services can record, flag, transport information in an effective and consistent way.
- Evaluation – looking at how will we know its made a difference for people.



*"We welcome the work undertaken by Healthwatch through Involving People to help enable our communities and individuals to better access the information and services they need. This report will play a key role in supporting the work we are doing to improve accessible information across NHS services in Hampshire and Isle of Wight. We know there are still disparities in experiences and opportunities across different organisations and we are taking steps to address those issues that people may face."*

**Tom Gurney, Director of Strategic Communications and Engagement, NHS Hampshire and Isle of Wight."**



# A year of making a difference

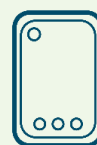
Over the year we've been out and about in the community listening to your stories, engaging with partners and working to improve care on the Isle of Wight. Here are a few highlights.

## Spring

We took part in the IOW Council Poverty Reduction Event, highlighting how the cost of living crisis is impacting people across the Island.



We published our joint report on the Accessible Information Standards, recommending the need for better recording, better access and improved communication.



## Summer

We visited all Alzheimer cafes on the Island to listen to people's experiences of living with dementia.



We shared a thematic review of people's experiences of cancer services with Wessex Cancer Alliance to inform their review of Isle of Wight services.



## Autumn

We completed PLACE (patient led assessment of the care environment) assessments at Mountbatten and the IOW NHS Trust, reviewing cleanliness, food and drink and privacy and dignity.



We worked with Hampshire & IOW commissioners to ensure their NHS contracts focus on patient experience and improved care for people with dementia.



## Winter

We shared our PPG (patient participation group) toolkit with GP practices and organised an Islandwide PPG event for the summer.



We worked with the Patient Council at the IOW NHS Trust to reduce the impact of deconditioning on patients.



# Annual prioritisation survey 2025

## Healthwatch Isle of Wight plans its work based on the priorities of local people.

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:

In February/March 2025: we developed a survey based on the top 18 topics people had contacted us about during the previous year. The survey was available online and hard copies were available in local libraries and community organisations across the Island.

We asked people to choose 3 topics that they would like us to focus on and to explain why they had made these choices.

We analysed the results of the survey to identify our top 3 priorities for the forthcoming year.

We also looked at the comments people had made, explaining why they had made these choices, to determine the focus of each priority we would be working on.

## What people told us:

**401** people from across the Island completed our survey.

- Access to services: NHS dentistry, lack of access to GP services and mental health services was reported to be a concern for many people.



These topics have become our priorities for 25/26



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



# Prioritisation survey results

## Survey results

The top 3 topics chosen by the public this Year are:

1. Dentistry
2. GP Services
3. Mental Health



*These topics have become our priorities for 2025/26*



## Comments:

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

*"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."*

*"Still impossible to find an nhs dentist on IW – online database still shows dentists offering NHS appointments but they don't and I'll be unable to help."*

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

## Next steps

- Our priorities have been shared with the IOW Council, IOW NHS Trust, IOW Health and Care Partnership and Hampshire and Isle of Wight Integrated Care System.
- This report has been published on our website and shared on our Facebook site.
- We will be developing comprehensive workplans for the three project areas..

# Influencing national policy

This year, our efforts have extended beyond the local level—we've also helped shape national policy and direction.

## Influencing primary care:



Along with several other local Healthwatch, we were invited to attend a national Healthwatch England and NHS Confederation workshop to discuss the future of primary care services.

We were able to share local people's feedback and views on GP practices, dentistry and community pharmacies which fed into government plans for primary care.

## Championing your voice:



We were invited by Healthwatch England to participate in an online focus group led by Penny Dash, who was conducting a national review of patient safety organisations. During the session, we had the opportunity to share insights and experiences from Island residents, focusing on key areas such as access to primary care, community pharmacies, complaints procedures, and the overall effectiveness of patient safety bodies.

## Speaking out about social care:



In February, we were invited to meet with the Government Health Select Committee during their visit to the Island. During the meeting, we shared local people's experiences of accessing services and emphasised the importance of organisations working together.

This meeting formed part of the Committee's review into the cost of *inaction in addressing social care issues*.

We were delighted to receive a letter shortly afterwards from the Committee Chair, Layla Moran MP, thanking us for our contribution to this important piece of work.

# Working together for change

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

This year, we've worked with Healthwatch across Hampshire, Portsmouth and Southampton to achieve the following:

## A collaborative network of local Healthwatch:



Working with other local Healthwatch across our region, we're funded by the Hampshire & Isle of Wight ICB to support public engagement. We contribute to the System Quality Group, Integrated Care Partnership and Transformation Boards. ICB leadership attends our quarterly meetings, where we share patient feedback through statistics, stories, and quotes to inform and improve local health services.

## Cooperating for impact:



Following our successful collaboration focused on the Accessible Information Standard (AIS) we made recommendations to the ICB. These recommendations were fully adopted by the ICB and have become the foundation for their AIS workstream. The ICB provided funding for us to support piloting of the AIS self-assessment framework across the HIOW system and we will be collaborating on new workstreams in this area.

## Building strong relationships to achieve more:



Access to NHS dentistry remains a significant concern for residents. We met with the Chief Officer and Chair of the ICB to address these ongoing challenges. Together, we committed to collaborating on strategy development, aligning public messaging to inform and reassure the public, and jointly lobby to increase access to essential dental services. We remain dedicated to working with the ICB to improve access to dental care.

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

# 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:

## Getting services to listen to people's feedback



### **People share their feedback on accessing community pharmacies.**

We were delighted when Hampshire & IOW commissioners agreed to fund an IOW pharmacy to provide community pharmacy services during weekday evenings, following our campaign to make sure that Island residents have access to community pharmacies when they need them.

## Getting services to involve the public



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

Along with our Healthwatch colleagues in Hampshire, Portsmouth and Southampton, we have been working with the Hampshire & IOW ICB and NHS Trusts to improve their engagement with local people. We have provided advice on the re procurement of community audiology services and non emergency patient transport services.

## Improving care over time



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

We have been working tirelessly to improve access to NHS dentistry, meeting with Hampshire & IOW commissioners to share people's experiences and publishing frequent statements and reports on this topic.

We also worked with a local dental provider to support them to take over an NHS practice which was at risk of closure.



# 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.





# Listening to more people

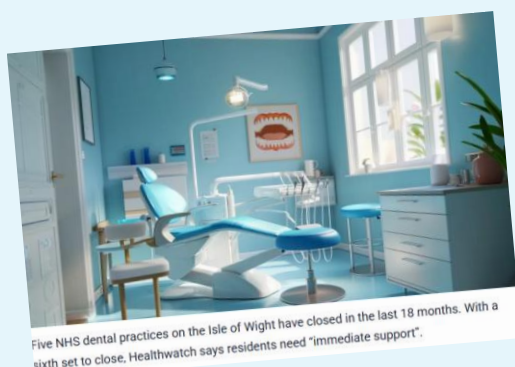


This year, we've made it a priority to connect with local communities and listen to voices that are too often overlooked.

## We visited the following:

- Veterans Hub
  - IOW Equals Group.
  - Dogs for Deaf Group.
  - Alzheimer cafes.
  - Really Useful Café, Ventnor.
  - Our Place, Freshwater.
  - IOW College.
  - Haylands Farm
- and numerous other community settings

We were delighted that our Christmas tree won first prize at Isle of Wight Pearl, Brighstone Christmas Tree Festival.



## Healthwatch news articles

This year we were asked to provide a statement for two dentistry magazines, The Dentist The Dentist – Last NHS dental practice on the Isle of Wight set to close ([the-dentist.co.uk](https://the-dentist.co.uk))

and Dental Nursing Journal.

We were able to highlight people's concerns about the potential closure of an NHS dental practice in the West Wight.



We also had stands at:

- Shed Fest
  - Parklands dementia Hub
  - IOW County Show
  - Ventnor Day
  - Health roadshows
- and many other community venues



# 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 people and finding new ways of listening to people's stories.

In 2024/25, we had 27 articles published in the media, covering everything from short notice closure of community pharmacies, to lack of NHS dentistry.

They were published in the following:

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



## Media Interviews

During the last 12 months, we have conducted 13 radio interviews, with Greatest Hits Radio and BBC Radio Solent, and covered topics such as:

- The impact of medication shortages.
- The importance of accessible information in health services.
- How a lack of NHS dentists is affecting local people.

## Social media

**1,268** people follow Healthwatch Isle of Wight on Facebook.

This year we posted 81 times. There has been 113% increase in interactions with our content this year.



8,400 people visited our website, with 4,200 visiting the site directly.



# Listening to your experiences

## Championing community concerns to improve support for people with dementia

**Last year, we championed the voices of our community by highlighting people's experiences of living with dementia.**

Partners of the IOW Dementia Strategy Group are reviewing the success of our IOW Dementia Strategy to see what is working well and what needs improving.

### What did we do?

Last year, we visited Alzheimer cafes and dementia groups across the Island to listen to people's experiences and find out if the Isle of Wight Dementia Strategy has made a difference to people living with dementia, their families and carers.

### Key things we heard:



**59%**

**of people reported negative experiences with health and/or social care services.**

**16%**

**Reported concerns with waiting times for a dementia assessment.**

**16%**

**reported concerns about the treatment and care of people with dementia.**

Our work showed how long waiting times for assessment and a lack of communication can affect people and their families.

### What difference did this make?

Addressing the long waits for dementia assessments has become a priority for the Dementia Strategy Board and IOW Health and Care Partnership Board. People's feedback will inform the development and review of the IOW Dementia Strategy.

# Hearing from all communities

**We're here for all residents of 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:**

- Visiting community pantries across the Island.
- Speaking to parents and carers at Family Centres.
- Establishing Youthwatch Isle of Wight to give young people a voice while developing their skills.



# Making your voice count

**This year 3,258 people** shared their experiences of health and social care services with us helping to raise awareness of issues and improve care.

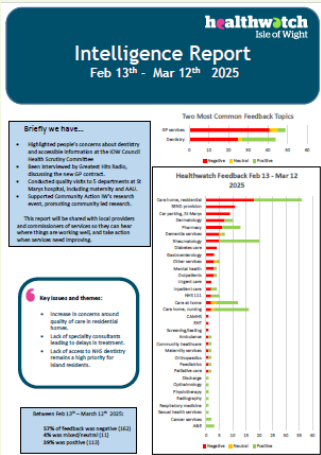
## What have people been telling us?

Topic/service	Concern	What we did
Scam email	People told us they had received an email from University Hospital Southampton asking them to click on a link to cancel an appointment but they had subsequently found that this was a scam.	We contacted University Hospital Southampton to alert them of the issue and they were able to develop a communication plan to alert patients.
Covid protocol for care homes	We were contacted by a care home.. They had received conflicting advice from local services about the correct protocol to follow (with regards to testing and arranging for covid treatments).	We raised the issue with the ICB who contacted GP practices to share best practice and national guidance.



“ My (relative) received a message from Southampton General Hospital asking him to click a link.. Having called the hospital this morning, this is a scam.”

## 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.

## Quality visits to the IOW NHS Trust

April 1<sup>st</sup> 2024– Mar 31<sup>st</sup> 2025

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 12 departments of the IOW NHS Trust.



Experts by Experience spoke to 32 members of staff, 6 family members/visitors and 48 patients.



Experts by Experience spent 26 hours speaking to patients, family and staff



**Our volunteers spent 26 hours speaking to patients, family and staff.**

### Where we visited

We visited the following departments: ENT, maternity, day surgery unit, breast screening unit, pharmacy, Appley ward, Compton ward, diabetes unit, AAU and DSU.

### 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 7 care homes, 7 learning disability homes and 3 nursing homes.



Experts by Experience spoke to 61 members of staff, 18 managers, 6 family members/visitors and 69 people who live at the homes.



Experts by Experience spent over 41 hours speaking to people and observing practice during the year.



## 40 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 contract team, who can then ensure that our recommendations are met.

### What difference did this make:

- Fresh fruit is now available to people at the home,
- New thermostats installed. Maintenance discussing with estates team to install individual controls in each bedroom and communal space (to improve heating).
- More staff are now allocated for early morning shift to allow those who wish to get up before breakfast are supported to do so.



# Youthwatch Isle of Wight is here!

## Giving young people a voice

Helping young people amplify their voices on health and social care.

Following an extensive engagement period with voluntary and community sector organisations that support young people, we are finally ready to launch Youthwatch Isle of Wight.

Our aim is to support young people to conduct peer research based on their own priorities.

We will give young people a platform to showcase their research and make a difference to health and social care services.



Participation will offer valuable experiences for:

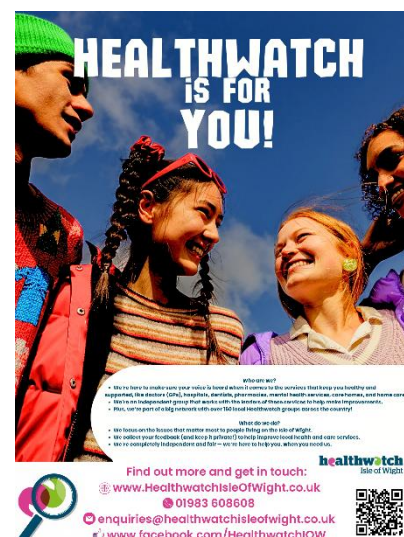
GCSE/6<sup>th</sup> form applications (ages 14 – 16).

University or work placement applications (ages 16 – 18).

CV enhancement and early careers development (ages 18 – 25).

### Next Steps

We will be recruiting 6 – 8 young people this summer to begin their induction and training.



### Be part of the change.

If you are a young person looking for the opportunity to make a difference in health and social care services, contact us.



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



01983 608608



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

# Information and signposting

Whether it's finding an NHS dentist, making a complaint, or choosing a good care home for a loved one – you can count on us. This year 425 people have reached out to us for advice, support or help finding services.

**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.



## Better dental care for children

**Thanks to Sarah's feedback, improvements are made to local dental practice.**

Sarah took her two young children to the dentist for their appointment and was shocked when the dentist spoke to her in an inappropriate and disproportionate manner. When she made a complaint to the practice manager, rather than being met with understanding or an offer to investigate the matter further, she was advised to find another dentist as they would not see her or her children again.

We supported Sarah to contact a local advocacy service to arrange a mediation meeting with the dental practice and advised that she contact the Care Quality Commission with her concerns about the practice.

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## Improving care for people with Parkinson's

**Tom felt that his brother had received poor care and treatment for his health condition.**

Tom expressed concerns that his brother felt compelled to remain under the care of a specialist nurse, despite having raised a complaint about her failure to maintain accurate medical records.

He was also worried that an incorrect dosage of medication had been prescribed and remained uncorrected for a significant period of time. With our support, Tom was able to attend a resolution meeting with the hospital involved.



**"Thank you for your service, We could not wish for a better organisation than Healthwatch Isle of Wight as we navigate challenging issues in patient care."**



# Showcasing volunteer impact

Our fantastic volunteers have given 128 days 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 community organisations to promote our work.
- Collected experiences and supported their communities to share their views.
- Carried out expert by experience visits to local services to help them improve.



# Showcasing volunteer impact

## 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.

"I have been volunteering for Healthwatch for over a year now. I just love it.

I have been lucky enough to have seen a lot of different scenarios and know what a difference Healthwatch can make. I am looking forward to the year ahead.

I would say to anyone, if you want to volunteer, volunteer for Healthwatch, they are the best."

Pam



"I really enjoy being able to use my experience and expertise in supporting local services to improve.

I have conducted enter and view visits, helped with work planning and report writing over the years and I enjoy working with the Healthwatch team.

Listening to people's experiences of services has been invaluable in shaping the future of health and care services."

Gilly



### 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	£102,422
Additional income	£1,650	Non-pay expenditure	£30,157
		Office and management fee	£5,000
		Additional expenditure	£17,071
<b>Total income</b>	<b>£154,650</b>	<b>Total Expenditure</b>	<b>£154,650</b>

## Additional income is broken down into:

- £150 received from Healthwatch England for participation in workshop.

## Integrated Care System (ICS) funding:

Healthwatch across Hampshire & 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
Chairing and supporting Solutions Group, Healthwatch collaboration, system representation and reporting, training and project support	£1,500



# Finance and future priorities

## Next steps:

**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 five priorities for the next year are:**

1. Reviewing access to GP services
2. Implementing our plans for Youthwatch, to give young people on the Island a voice.
3. Supporting the implementation of our recommendations within our joint Accessible Information Report.
4. Highlighting people's experiences of accessing NHS dentistry, including urgent dental services.
5. Listening to people's experiences of mental health services.

# 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 8 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 2024/25, the Board met 8 times and made decisions on matters such as endorsing our priorities for the year as chosen by the public and agreeing public events and engagement activities. 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 2024/25, we have been available by phone and email, provided a web form on our website and through social media, and attended 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, share via social media and send to all system leaders both locally and regionally.

# Statutory statements

## Responses to recommendations

We had 0 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 to the Policy and Scrutiny Committee for Health and Social Care.

We also take insight and experiences to decision-makers in Hampshire & IOW Integrated Care System. For example, we share quarterly reports with the Integrated Care Partnership Board and feedback via the System Quality Group. 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 IOW Health and Wellbeing Board by Gill Kennett, non-executive director.

During 2024/25 our representative has effectively carried out this role by highlighting people's experiences of health and care services. We are represented on the IOW Council Policy & Scrutiny Committee for Health and Social Care by Chris Orchin, non-executive director and Joanna Smith, manager.

Healthwatch Isle of Wight is represented on Hampshire & IOW Integrated Care Partnership Board and the H & IOW System Quality Group by Sue Bickler.

# Statutory statements

## Enter and view

No enter and view visits were conducted this year.

## 2024 – 2025 Outcomes

Project/activity	Outcomes achieved
We supported 'Involving People' by holding Big Conversations with people with a learning disability.	People's feedback contributed to the review of the IOW Learning Disability Strategy.
We conducted a visit to Afton Ward at the Hampshire & IOW Healthcare NHS Foundation Trust with the chair of the Policy and Scrutiny Committee for Health and Social Care.	We made suggestions for improvements to the environment and highlighted people's experiences of mental health services.
We participated in the IOW NHS Trusts EDI (equality, diversity & inclusion) programme.	We shared people's experiences of the stroke unit, coronary care unit and A&E, contributing to the Trusts quality improvement work in these areas.
We provided constructive comment on the draft ICB Digital. Data and Technology strategy.	We were able to ensure that the accessible information standards were featured in this strategy.

**Healthwatch Isle of Wight**  
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