

# Intelligence Report

Jan 13<sup>th</sup> - Feb 12<sup>th</sup> 2025

## Briefly we have...

- Spoken to MP's from the Health and Social Care Select Committee during their visit to the Island.
- Met with Joe Robertson MP, to discuss health and social care issues and identify solutions.
- Listened to people's experiences of dementia services during dementia drop in sessions.
- Shared dentistry feedback with Richard Quigley MP, prior to his meeting with the Minister of State.

This report will be shared with local providers and commissioners of services so they can hear where things are working well, and take action when services need improving.

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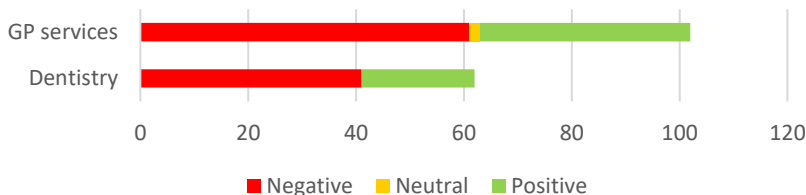
### Key issues and themes:

- People are reporting problems in accessing appointments at their GP practice.
- More problems reported with Hospital car park ticket machines.
- Cost of dental treatment is putting people off from seeking essential treatment.

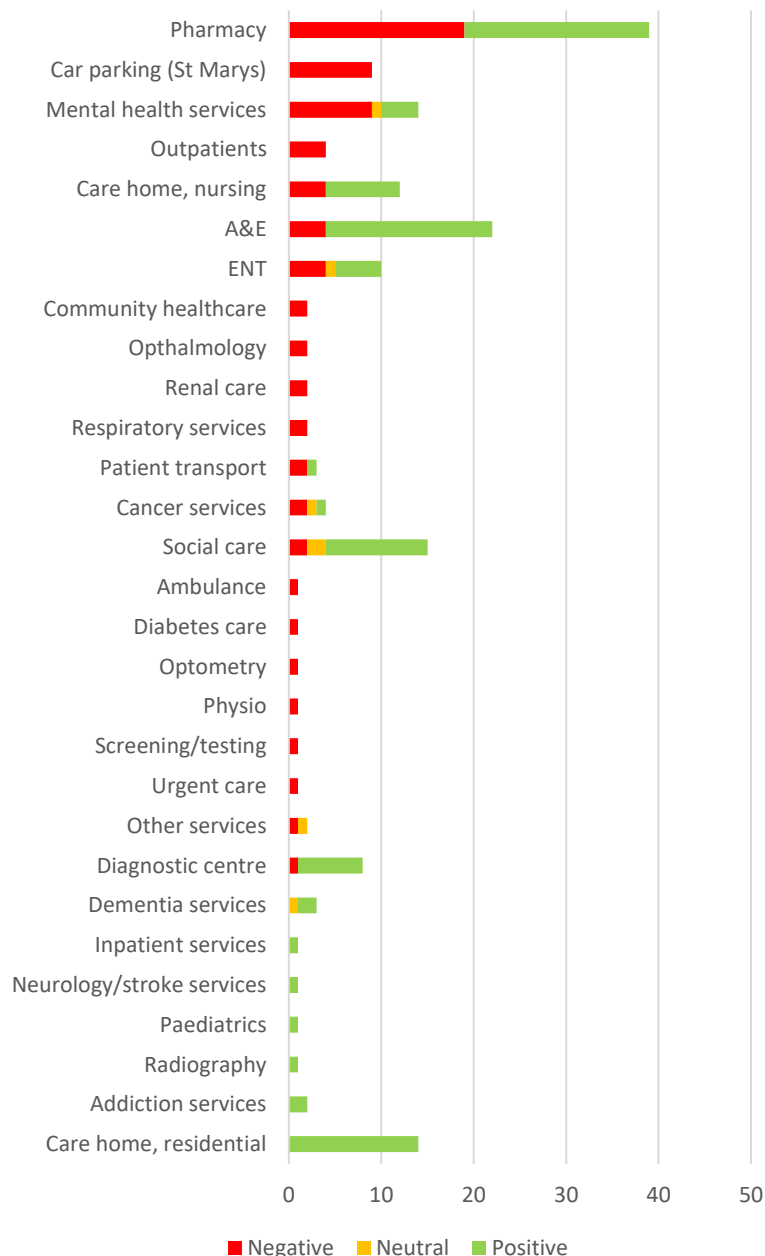
Between Jan 13<sup>th</sup> – Feb 12<sup>th</sup> 2025:

**52%** of feedback was negative (177)  
**3%** was mixed/neutral (9)  
**45%** was positive (156)

## Two Most Common Feedback Topics



## Healthwatch Feedback Jan 13 - Feb 12 2025



## Advice and information

We provide a statutory information, advice and signposting service on health and social care, to help people get the information they need from a trusted source.

We have a telephone advice line, strong social media presence and a website. We frequently speak to people in their local communities, working with the voluntary sector to reach those people who are seldom heard. We give people access to trusted national and local information and services.

## Where is our insight coming from?

We have a busy community engagement programme and have been attending local events and community hubs. People are also able to share their experiences with us via social media, through partner and voluntary sector organisations, by post, telephone, via our website, face to face, text or email.

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

## What are we hearing?

"Surgery does not enable patients to book face to face appointments with a GP or Nurse Practitioner through their online services. Neither can you book appointment for a GP to phone you, GP home visit, Nurse home visit or have any other kind of communication with medical staff. Sometimes I wonder how patients like myself are ever going to get well."

"I would like to raise serious concerns regarding the current hospital parking system, as it is not fit for purpose and poses significant challenges for the community."

"Carers isle of wight, they are a marvellous support to me."

"A well-maintained, clean, friendly home. The staff are all fantastic." (Kite Hill)

"Argyll house (GP practice), are brilliant. Very helpful staff."

Individual has been quoted several thousand of pounds for essential dental work. They cannot afford this, so will have to wait until their teeth are bad enough to be removed.

James has medication delivered by a community pharmacy but on occasions this has been delivered late, meaning he has had several days with no medication. Sometimes his medication is not delivered until 11pm.

Julia reported long waits for mental health therapy sessions and high turnover of staff within community mental health services.

\*Names have been changed to protect anonymity.

## Positive News Stories

### House of Commons Health Committee visits Isle of Wight to investigate social care challenges

The House of Commons Health and Social Care Select Committee of MPs visited the Isle of Wight as part of its ongoing investigation into social care.

The cross-party group of MPs, chaired by Liberal Democrat Layla Moran MP, met with key local stakeholders, including St Mary's Hospital, Isle of Wight Council, Age UK and Healthwatch Isle of Wight. Discussions focused on the unique demographic and health challenges faced by the Island, where the proportion of older residents is higher than the national average and social care spending is the highest per capita in the country.



### Video: 'Without Mountbatten' named finalist in 2025 Smiley charity film awards

Mountbatten Isle of Wight's 'Without Mountbatten' film has been named as a finalist in the 2025 Smiley Charity Film Awards – dubbed the charity film Oscars!

This year's awards received an overwhelming number of entries, generating over 50 million additional views across all submissions.

To be named a finalist is a testament to the power of the story and the dedication of Mountbatten's supporters.

