

Intelligence Report

Jan 13th - Feb 12th 2026

Briefly we have...

- Supported 2 community research events facilitated by ICORN, focusing on mental health, ageing and dementia.
- Participated in an NHS England webinar about the development of a new online NHS service.
- Set up a Cancer steering group with key voluntary sector partners to support our work with Wessex Cancer Alliance.

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.

Key issues and themes:

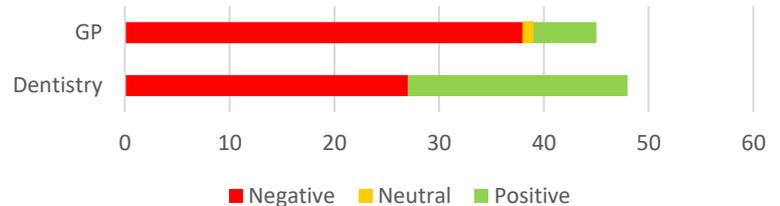
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- People report long waits for appointments at their GP practice.
- Concerns raised about access to dentistry, including urgent dental care.
- Access to mental health services continues to be a concern.

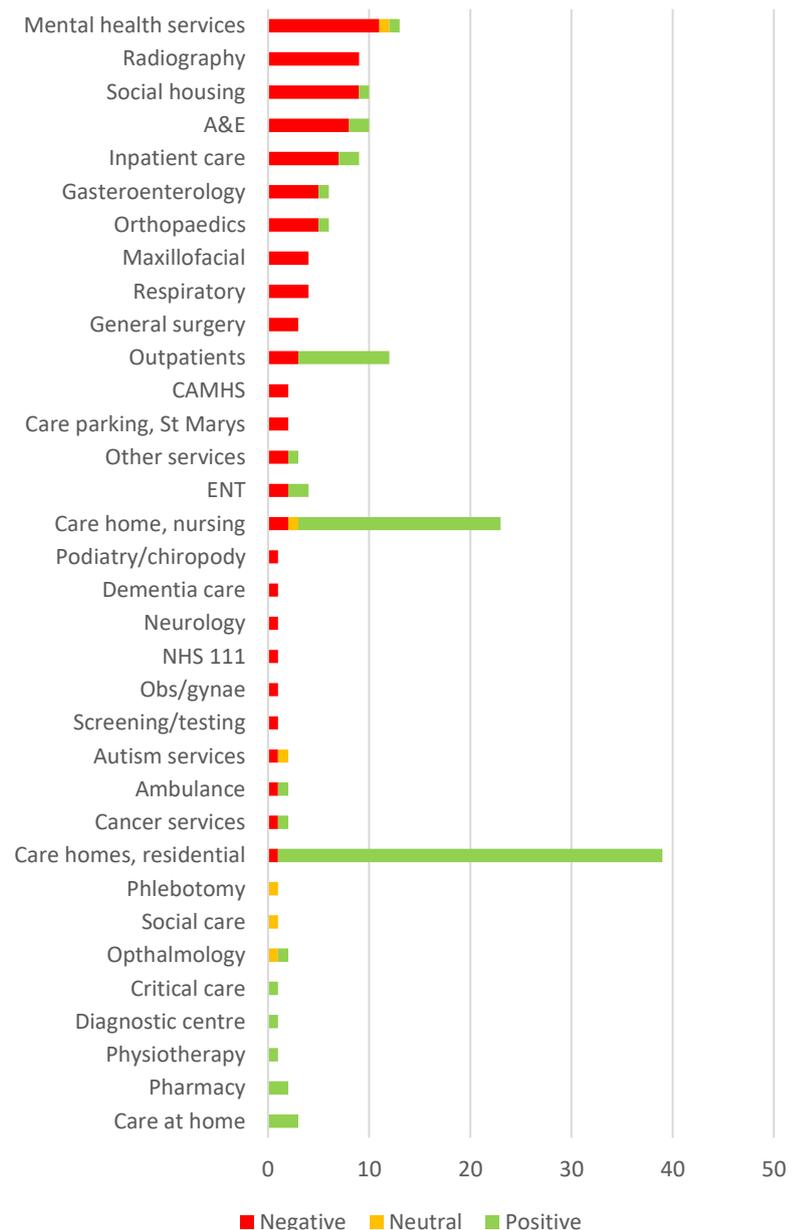
Between Jan 13th – Feb 12th 2026:

54% of feedback was negative (152)
3% was mixed/neutral (8)
43% was positive (120)

Two Most Common Feedback Topics



Healthwatch Feedback Jan 13 - Feb 12 2026



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. (Please see page 3 – 4 for details of our current surveys).

What are we hearing?

"I had a dental abscess on a tooth that got worse very quickly. I was a lot of pain and was quite worried that it was going to affect my breathing

I called 111 at 9:00am and was told they would ring me back in the next 12 hours. They called about 8 hours later and said there were no available emergency dentist appointments available on the island." (Isle of Wight).

"Requested a telephone appointment as directed by (GP) online booking, waited by the phone at designated time, no call, 20 mins after time got a non reply text to say I hadn't turned up for appointment (I booked a phone call not a face to face)."

"Appointments cancelled. Waiting times 9 months for audiology. Complete farce."

"I was prescribed a medication and advised by text to collect it, but I wasn't given any guidance on whether it's a one-off prescription or something I need to request again. I'm also unsure whether I should expect to feel any improvement from it, or if it's intended as a 'just in case' treatment."

Daisy is being treated by Chantry House. In 3 years she has had 3 different case workers, making it hard to build trust with anyone. Last time she saw someone in person was 1 year ago.

"Absolutely wonderful dental practice all the staff are amazing." (Denbigh House dental practice).

*Feedback has been anonymised to ensure confidentiality.

Healthwatch Isle of Wight's current surveys

healthwatch
Isle of Wight

Help improve cancer services for Island residents

We want to hear from patients and carers
about cancer services on the Isle of Wight

What is it?

Healthwatch Isle of Wight and Wessex Cancer Alliance are listening to Island residents' experiences of cancer services to help shape future improvements.

Who is it for?

It is for Isle of Wight patients and carers with recent and current experiences of cancer services (within the last 18 months)

What are we asking about?

Diagnosis • Treatment (on/off Island) • Communication • Travel • Support • Aftercare

How to take part?

- Scan the QR code to complete the digital questionnaire
- Complete a paper version and send it Freepost or drop it into The Riverside Centre
- Meet us at a community event and share directly
- Contact Healthwatch Isle of Wight for a 1-to-1 appointment.

Please scan the QR code to take part



For more information or to request a paper version of the questionnaire contact Healthwatch Isle of Wight

Call: 01983 608608

Email: enquiries@healthwatchisleofwight.co.uk

Visit: www.healthwatchisleofwight.co.uk

healthwatch
Isle of Wight

NHS
Wessex
Cancer Alliance

Working together: Healthwatch Isle of Wight and Wessex Cancer Alliance



New NHS Online NHS Service

Healthwatch Isle of Wight has launched a survey to understand what people think of the government's plans to introduce a new NHS Online hospital.

The new online service aims to offer more virtual specialist appointments, including an estimated 8.5 million online appointments and assessments over the first three years.

This service is intended to give people quicker access to specialist advice and more choice in how they receive care.

Healthwatch Isle of Wight is running a very short, three-question survey to understand what local people think about these plans before they are rolled out.

We're asking:

What do you think about the plans?

Would you use this type of service?

Do you have any concerns?

Your feedback will help us share local views with decision-makers and highlight what matters to Island residents.

👉 Take part in the survey here:

<https://www.smartsurvey.co.uk/s/PHVN5B/>

If you'd like more information or help accessing the survey, you can contact us:

☎ 01983 608608

✉ enquiries@healthwatchisleofwight.co.uk

🌐 www.healthwatchisleofwight.co.uk

