

# Intelligence Report

## July 13<sup>th</sup> - Aug 12<sup>th</sup> 2025

### Briefly we have...

- Published our enter and view reports outlining the findings from our visits to [learning disability homes](#).
- We visited CAMHS (Child & adolescent mental health services) to meet the team and escalate concerns raised to us.
- Asked the IOW NHS Trust about their plans for Wellow ward (end of life care ward).

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.

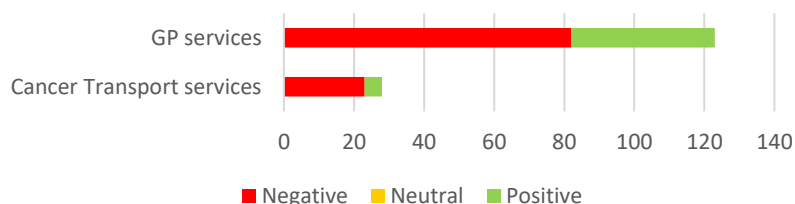
### Key issues and themes:

- Access to GP services remains a major concern, with long waits for appointments and treatment reported.
- Concerns from cancer patients about the future of the Daisy Bus in Southampton.
- Parents are concerned about waiting lists and access to mental health support for children.

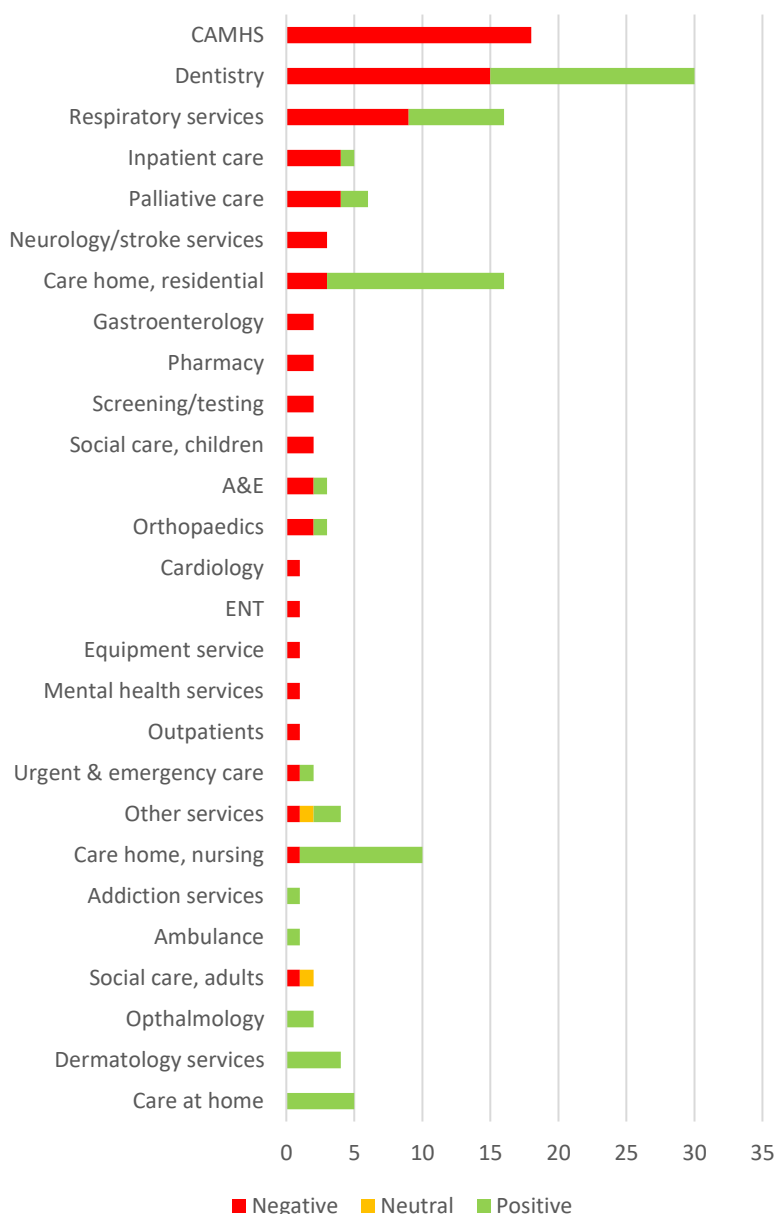
Between July 13<sup>th</sup> – Aug 12<sup>th</sup> 2025:

**61%** of feedback was negative (181)  
**1%** was mixed/neutral (2)  
**38%** was positive (112)

### Two Most Common Feedback Topics



### Healthwatch Feedback July 13 - Aug 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?

Tina has multiple health conditions. Lately, she has had difficulty seeing a GP to prescribe antibiotics when needed and has gone through 5 appointments with nurse practitioners to access a prescription. She is anxious that it takes so long to get treated this way and is worried that if she is in more urgent need she may not get treated quickly enough to avoid things like sepsis. She is very reluctant to have to go to hospital as a pathway to treatment.

"Very caring and human, professional staff. Made to feel at ease from the first introduction." (Lighthouse Medical).

"I am very concerned about the withdrawal of the Southampton Daisy bus. Going to the mainland from the Isle of Wight for treatment is hard enough but the added stress of catching additional buses, many of whom are full to capacity, seriously impacts on both mental and physical health."

"Accessing home care dentistry is impossible. I've had an abscess for (many years) and I was referred to the Community Dental Services years ago, but they're only able to do a general check up at home."

"Have had various referrals for my lower back pain but no follow ups and no real help."

"GPs. Very rarely discuss more than one complaint at each appointment. But most of all the medical professionals don't talk to each other. It would help if one professional could see what the other is doing!!"

"Just had to ask to be referred to Southampton CAMHS as over here is not fit for purpose."

\*Names have been changed to protect anonymity.

## Positive News Stories

### Isle of Wight Ambulance Services celebrates being first ambulance trust to achieve 100% emergency ready defibrillators

After more than four years of hard work by our Island communities, volunteers and ambulance staff, the Isle of Wight Ambulance Service is delighted to share that it is the first ambulance service in the UK to achieve 100% of their registered defibrillators confirmed as 'emergency ready', and that the devices have all been checked within the past three months.

On the Isle of Wight there are 569 CPADs, the Ambulance Training and Community Response Services (ATCoRS) team help to maintain these plus raise public awareness around the importance of learning CPR and defibrillation.



### Good practice found in IOW Learning Disability homes

Healthwatch Isle of Wight completed a series of Enter and View visits to four residential care homes for people with learning disabilities during May and June 2025. These visits form part of Healthwatch's statutory role in championing the voices of service users and ensuring that people receive safe, dignified, and person-centred care.

Key themes identified across the visits include:

- **Positive relationships between staff and residents**, with many examples of respectful and supportive communication.
- **Good levels of community engagement**, with some homes offering strong links to local activities and forming excellent links with community services.

The full reports can be found on our website:

<https://www.healthwatchisleofwight.co.uk/report/2025-08-05/findings-enter-and-view-visits-learning-disability-homes>

