

Intelligence Report

June 13th - July 12th 2025

Briefly we have...

- Organised an event for Patient Participation Group (PPG) members and GP practice staff to share good practice and reinvigorate PPG's.
- We met with the H&IOW Integrated Care Board to escalate people's feedback about the cuts to funding for Mountbatten IW.
- Hosted a Trauma Informed Learning Event, with representatives from the Police, IOW NHS Trust, IOW Council, H&IOW Healthcare NHS Foundation Trust and Ambulance service to review a serious incident involving all services.

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:

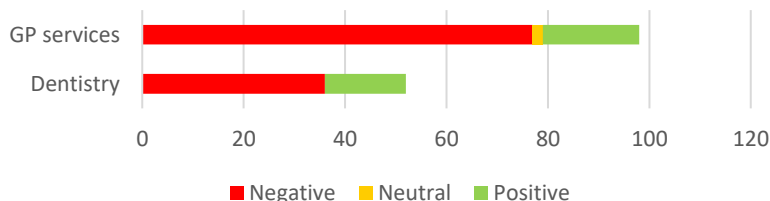


- Access to GP services and NHS dentistry remains a key issue for people.
- We continue to receive feedback from people concerned about potential funding cuts to Mountbatten.
- People are reporting long waits for neurology appointments.

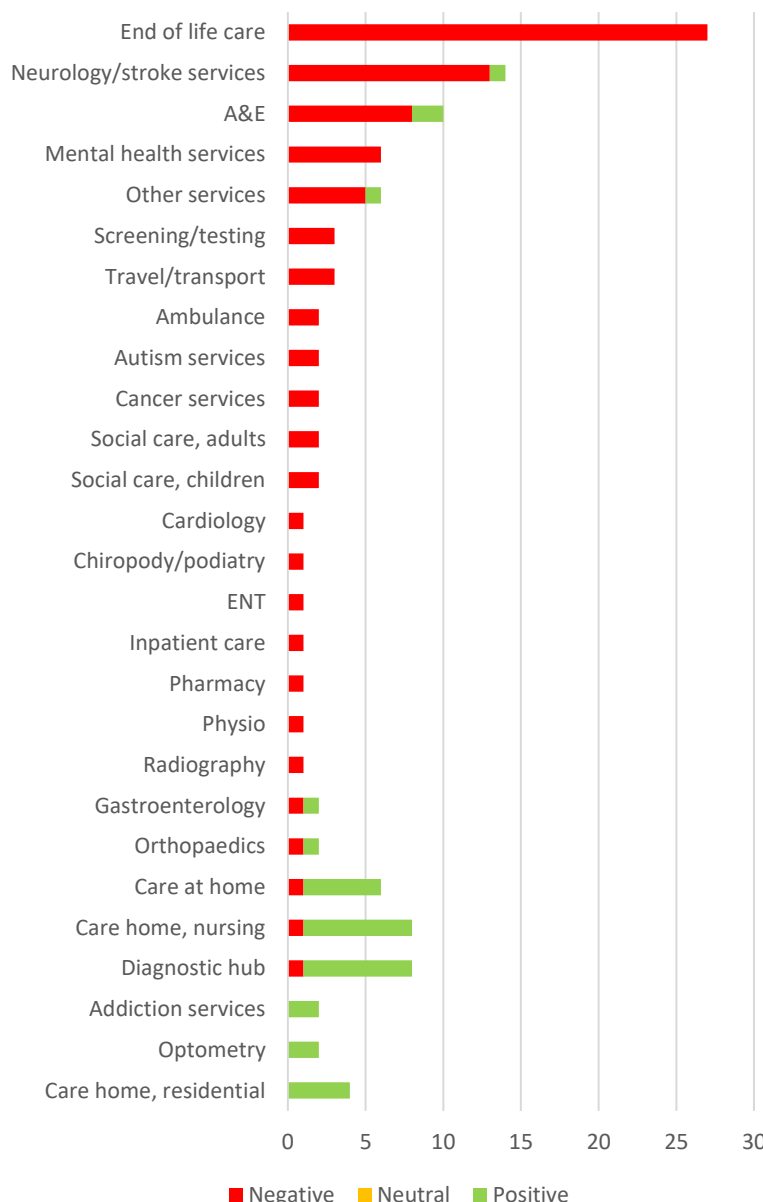
Between June 13th – July 12th 2025:

74% of feedback was negative (199)
1% was mixed/neutral (3)
25% was positive (68)

Two Most Common Feedback Topics



Healthwatch Feedback June 13 - July 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?

"My beloved (relative) died at the Hospice following a brutal cancer diagnosis. He experienced horrific pain for months. It was only when Mountbatten, and their palliative care expertise, were involved that his pain was finally managed. The NHS did their best, but the difference in care was like night and day."

"Can never really get a GP appointment always difficult even when the Dr has asked for one. Long wait for referral appointments."

Simon's son has to wait 18 months for an appointment for epilepsy, despite having several seizures a day.

"GP agrees its too long to wait - GP written - no response."

"I paid upfront for treatment, they then kept cancelling appointments." (IOW Dental practice).

"Rang last Tuesday for non urgent appointment with GP. Phone answered immediately. Appointment given for Thursday morning. Seen by Doctor, Can't fault care from start to finish." (Brookside Health Centre).

"My husband has been poorly for 5 weeks. We've had 5 phone calls to the surgery and he has still not been seen one face to face."

"Registered as an NHS patient then told that there weren't any appointments but could join the private payments plan for treatment." (IOW dental practice).

*Names have been changed to protect anonymity.