

# Intelligence Report

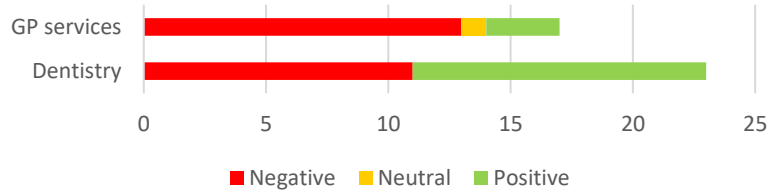
## March 13<sup>th</sup> - Apr 12<sup>th</sup> 2026

### Briefly we have...

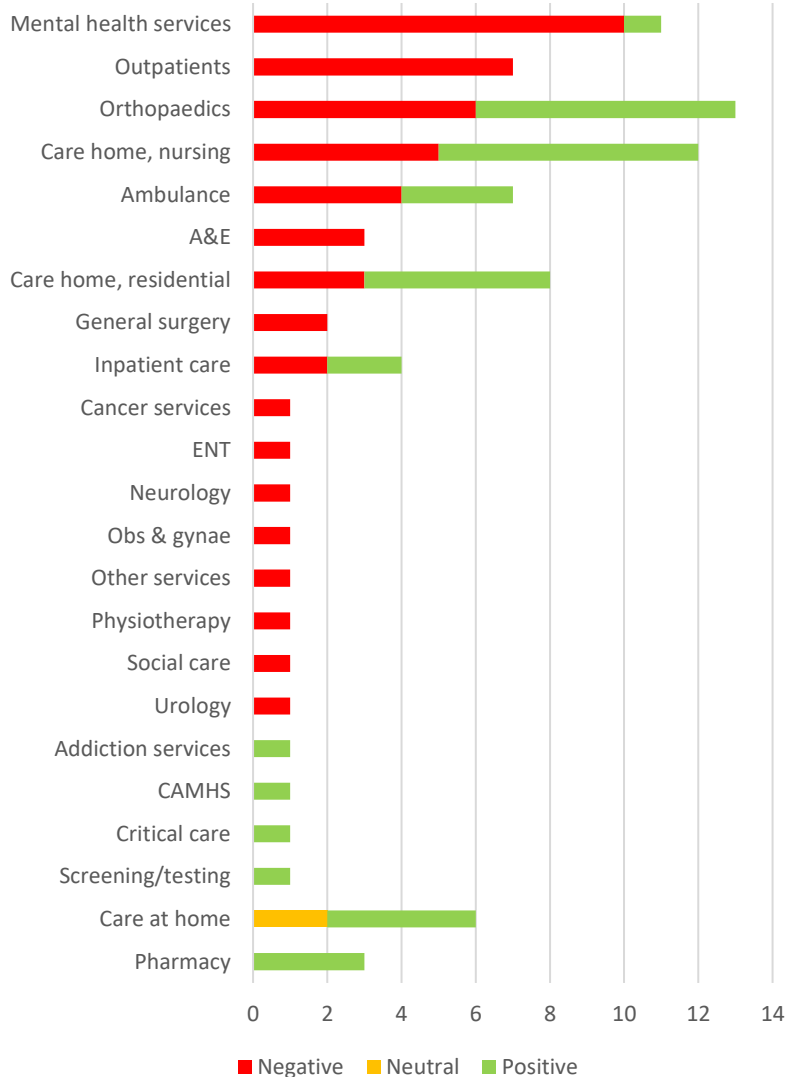
- Published our report on unpaid carers experiences of cardiovascular health.
- Supported the IOW Council 'Isle Be Aware' Information event.
- Started planning our work on GP access.
- Met with mental health leads on the Island to discuss people's concerns around local services.

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.

### Two Most Common Feedback Topics



### Healthwatch Feedback March 13 - Apr 12 2026



### 6

#### Key issues and themes:

- Ongoing difficulties in contacting GP practices, particularly via telephone, remain a consistent concern for residents.
- Concerns raised about some NHS dental practices regularly cancelling appointments.
- Long wait for some mental health services continues to be a concern.

Between March 13<sup>th</sup> – Apr 12<sup>th</sup> 2026:

**59%** of feedback was negative (73)  
**2%** was mixed/neutral (3)  
**39%** was positive (48)

## 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 for details of our current surveys).

## What are we hearing?

"For well over a year and more, it's been very difficult to get face-face appointments at the surgery."

"Travelled to Southampton from Isle of Wight for in patient surgery. Got up at 5 am to travel & arrive on dot of 9. Waited until 3pm to be told to go home, surgery not happening."

"Laura's husband has Parkinson's and has only seen the Parkinson's nurse once in 6 years."

"My appt was cancelled via text less than an hour before. There has been no further communication." (orthopaedics)

"The care is excellent and (relative) is very content and well catered for. The food is super, too." (Woodside Hall nursing home).

"My daughters appointment has been cancelled twice." (dentist)

"I've now been waiting 2 years for talking therapy for my mental health."

Katy was impressed that she got a call from Day Lewis pharmacy in Cowes to go in and get a blood pressure check as she not had one for 6 months.

"I am concerned about the way ear syringing has been privatised and its affect on those in financial difficulties. 99yo lady in care home has to be taken about 5 miles to optician to get hers syringed for £55."

\*Feedback has been anonymised to ensure confidentiality.

# Healthwatch Isle of Wight's current surveys



## Help improve GP services for Island residents

We want to hear from patients about their experiences of GP practices on the Isle of Wight

### What is it?

Healthwatch Isle of Wight is listening to residents' experiences of GP services to help shape future improvements, particularly following recent changes to the NHS GP contract.

### Who is it for?

It is for Isle of Wight residents who have contacted or used a GP practice recently.

### What are we asking about?

Access • Appointments • Communication • Online services • Continuity of care • Overall experience

### How to take part?

- Use this link for the online survey: <https://www.smartsurvey.co.uk/s/06GBRY/>
- Meet us at a community event and share your experience
- Contact Healthwatch Isle of Wight for a 1-to-1 appointment

**Access to GP services is the most common issue people contact us about – your feedback can help drive real change.**

### For more information:

- 📞 Call: 01983 608608
- ✉ Email: [enquiries@healthwatchisleofwight.co.uk](mailto:enquiries@healthwatchisleofwight.co.uk)
- 🌐 Visit: [www.healthwatchisleofwight.co.uk](http://www.healthwatchisleofwight.co.uk)

**Survey closes: Friday 12 June 2026**

