

Intelligence Report

May 13th - June 12th 2025

Briefly we have...

- Developed statements for 4 local hospital Quality Accounts, including Mountbatten and the IOW NHS Trust.
- Conducted an interview with BBC Radio Solent on the government spending review.
- Visited 4 learning disability homes as part of our Enter and View programme.
- Attended the IOW Council 'Together for Children' Conference to highlight people's concerns about support for children with SEND.

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:

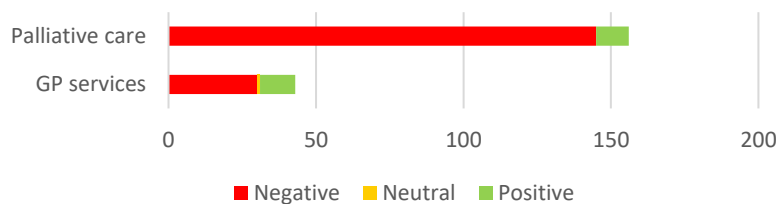
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- We have been inundated with feedback from people concerned about funding cuts to Mountbatten. We will be publishing a separate report on this.
- People are reporting long waits for orthopaedic surgery.
- Access to GP services remains a problem for people.

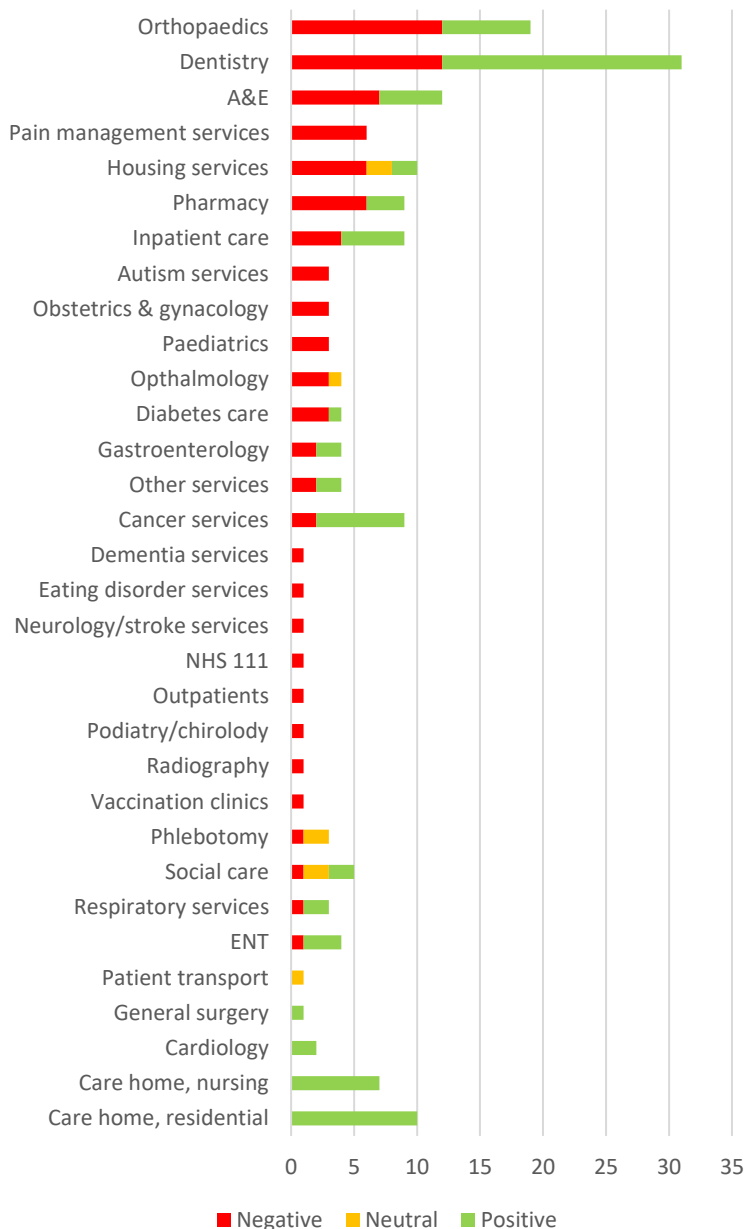
Between May 13th – June 12th 2025:

71% of feedback was negative (259)
2% was mixed/neutral (7)
27% was positive (101)

Two Most Common Feedback Topics



Healthwatch Feedback May 13 - June 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 GP surgery does not allow you to forward book doctors appointments and insists that you try to phone each day from 8.30am and sit in a very, very long queue with no guarantee that you can get an appointment."

"All of the staff were caring and respectful and reassuring. Nothing was too much trouble." (IOW NHS Trust inpatient care).

Tom was contacted by his GP surgery and asked to make an appointment. He went along, not knowing what it was about and when he got there the GP asked, "What can I help you with?"

Sally has been told that waiting times for the pain management clinic are over a year now.

Sheila's relative had an appointment with the memory service in November last year. No report was sent until family chased in April this year.

Ben has been waiting for a knee replacement for over 2 years now and has no indication when he might have surgery.

Since her discharge from hospital several months ago, Mary told us that she has seen very few people, she spends her time completing word puzzles at home on her own.

After being on a dental practice waiting list for 2 years, Sarah has now been told she is not on the list and she has had to pay privately for treatment.

*Names have been changed to protect anonymity.