

Intelligence Report

Nov 13th - Dec 12th 2025

Briefly we have...

- Conducted 2 quality visits to residential care homes to look at the experience of people living there.
- Supported the Lighthouse Medical in their quest to develop an IOW skin strategy.
- Spoken to the Integrated Care Board, sharing feedback about pharmacy services.
- Supported Community Action IW in their development of a community – led research network.

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.

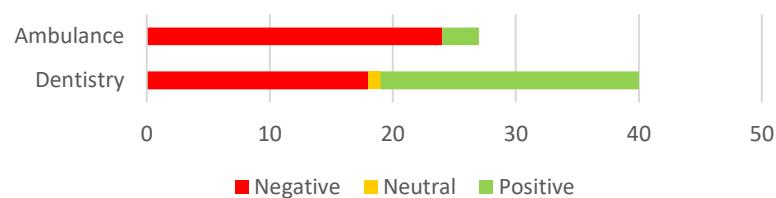
Key issues and themes:

- People are very concerned about potential changes to the IOW ambulance service.
- Negative dentistry feedback relates to access and cost of treatment.
- Concerns raised around poor quality of mental health crisis service.

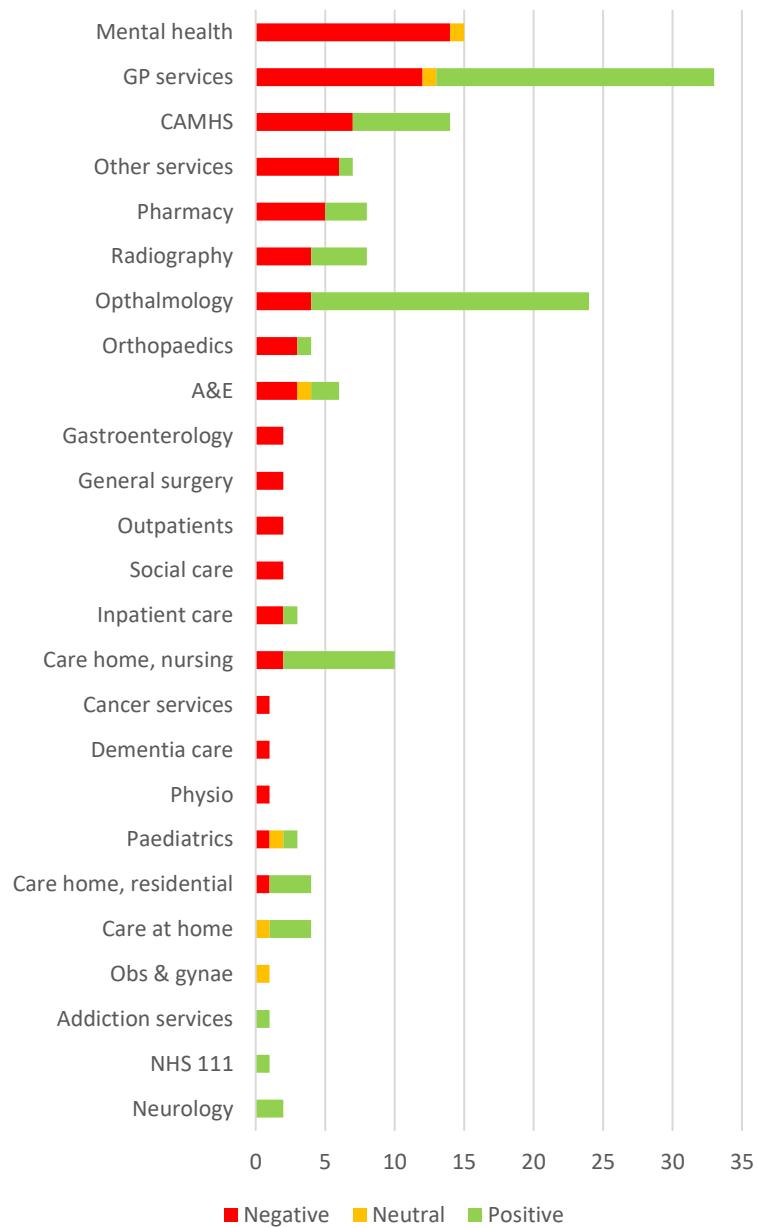
Between Nov 13th – Dec 12th 2025:

51% of feedback was negative (116)
3% was mixed/neutral (8)
46% was positive (104)

Two Most Common Feedback Topics



Healthwatch Feedback Nov 13 - Dec 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?

"A and E lovely staff in the main apart from one obviously stressed (staff member) who was quite rude, lack of understanding of patients dignity, patient asked to be taken to the loo but request ignored because she has an incontinence pad in place."

"With the ever increasing population there needs to be more provision not less." (ambulance service).

"I've received the most brilliant service this week. Within about half an hour of submitting an e-consult form about multiple health issues, I had a detailed email reply from my GP. Literally ten minutes later I had a call to arrange an appointment for one of my ailments. The appointment was for the same day." (Esplanade GP practice).

"The quality of dentists recruited is questionable."

"Phone 111 as my (relative)` was suffering with a UTI...Lovely, caring operator took the call. Received a call back from out of hours service, prescription faxed to local pharmacy and medication picked up. All with 2 hours. Today, you provided a superb service."

"I see a psychiatrist about every (few) months and left to get on with it. It would help if had more regular support."

Pete was complimentary about the treatment he received from CAMHS, but when he turned 18, he was left with no support.

"I've been waiting 3 years for an ADHD assessment."

*Feedback has been anonymised to ensure confidentiality.