

Ursula Ward MSc MA
Chief Executive

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Joanna Smith
Locality Manager
Healthwatch Isle of Wight
The Riverside Centre
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24 June 2015

Our Ref: UW/sm/res/1300

Via Email

Dear Ms Smith

Re: Healthwatch Isle of Wight Report – NHS Outpatient Appointments

Thank you for your email of 26 May 2015 enclosing the above report. In order to provide you with a response the General Managers for the Head and Neck and Renal Clinical Service Centre have undertaken this on my behalf.

Audiology Service

The data provided within the document suggests that during the period audited only two patients experienced a cancellation whilst under the care of the Isle of Wight Audiology service. The Isle of Wight Audiology team manages over 10,135 episodes of care. The workforce is designed to ensure that there is consistent service cover a 50-week year minimising hospital led cancellations due to leave.

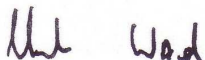
Renal Service

The data provided within the document suggest that during the two month period there were three cancellations due to medical sickness. We do try to minimise on the day cancellations by contacting the patients if we need to, however on this one occasion we were unable to do so.

We are more than happy to work more closely with the Healthwatch team if there are any specific issues with access to the above services. Patient feedback, waiting times, and clinical outcomes are monitored across all of the Portsmouth Hospitals NHS Trust sites.

Please do not hesitate to contact me should you have any queries.

Yours sincerely



Ursula Ward MSc MA
Chief Executive