

Intelligence Report

Sept 13th - Oct 12th 2025

Briefly we have...

- Conducted a number of media interviews, highlighting people's concerns around access to community pharmacies.
- Revisited a ward at St Marys hospital to ensure improvements had been made.
- Met with Richard Quigley MP to share peoples feedback.
- Supported IOW dementia strategy workshops to review progress against strategy aims.

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:

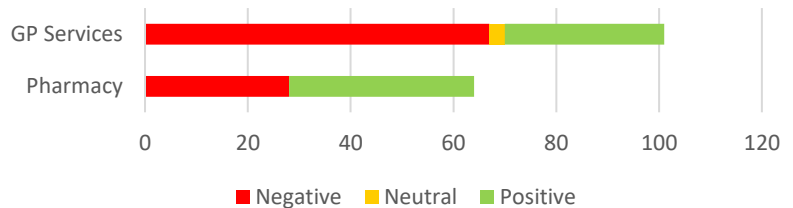
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- People are concerned about access to JHoots pharmacies and availability of medication.
- People report that access to online GP services are variable, depending on time of day and GP practice.
- Access to community mental health services remains a concern for many people.

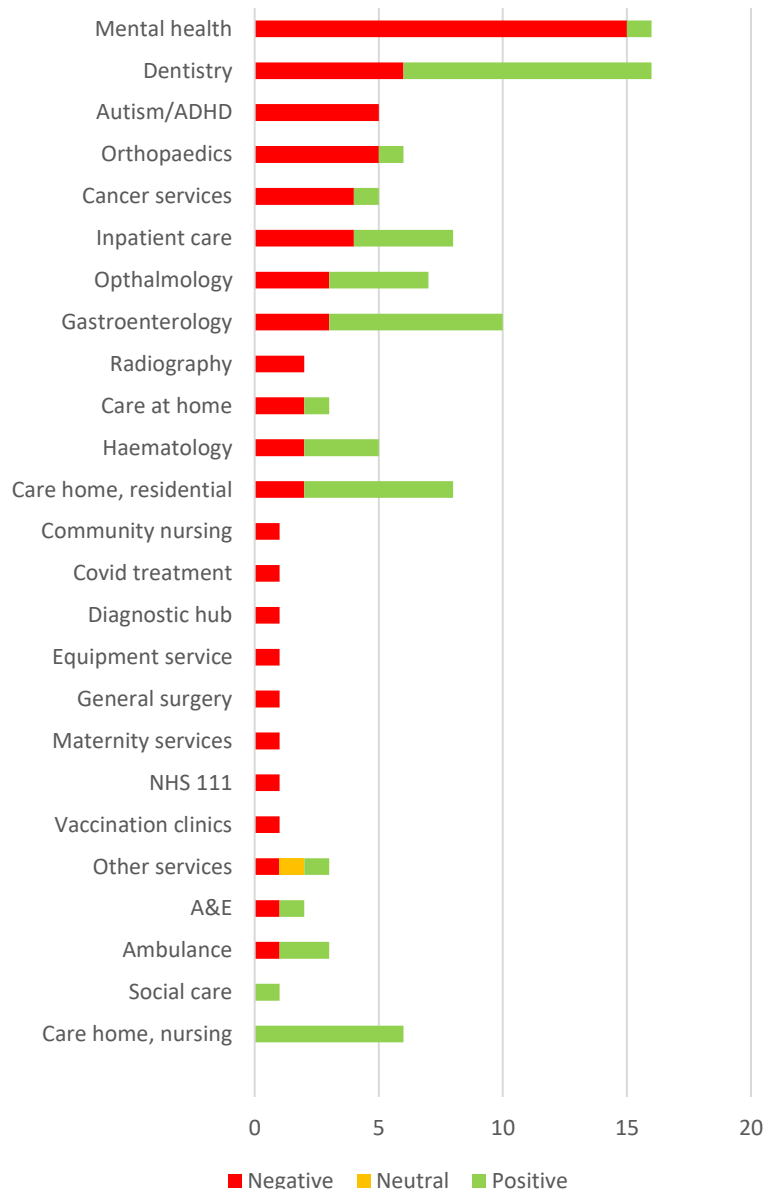
Between Sept 13th – Oct 12th 2025:

57% of feedback was negative (160)
2% was mixed/neutral (4)
41% was positive (116)

Two Most Common Feedback Topics



Healthwatch Feedback Sept 13 - Oct 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?

"I am trying to get (medication). Apparently jhoots in Sandown are closed permanently which is why they have not responded to my voicemail messages over the past 2 days. If I could go to any pharmacies in the area and request this it would be ideal but they just refer me back to the GP although I am on a batch. I am considering stopping medication as this is becoming so stressful to obtain."

"Several times I've called the (mental health) crisis team inside their hours to be met with a call 111 message. Tonight it was over an hour before they say they close."

"My child is registered with the Specialist Care Dentist in Cowes. They have been attending for a number of years. Today we were informed that the system has changed, my child doesn't 'qualify' anymore. That he won't get enough points to remain at Cowes. This will leave them without a dentist after the New Year."

"Suffered injury to arm tried to get appt with GP no luck, asked for appt with nurse to check and dress my injury, told got no appts."

"They cut off access to Econsult by about 0830. The phones are always busy with a very long recorded message at the front end. Stopping people getting through does not mean that people don't need the GP."

Several people have raised concerns that Boots pharmacies are no longer accepting repeat prescription requests, meaning patients must now submit these directly to their GP practice. People have highlighted that this change may create difficulties for those with mobility issues or individuals who are unable to order their medication online

*Feedback has been anonymised to ensure confidentiality.