



Healthwatch Isle of Wight

Annual Report 2014/15





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Note from the Chair



I am delighted to present Healthwatch Isle of Wight's second Annual Report which highlights some of the significant achievements we have made during the past twelve months

Healthwatch Isle of Wight has the ambition and drive to improve local health and care services and to continue making a significant difference to local people.

After receiving a national award for our Maternity report last year, we have continued to listen to the public and use their feedback to challenge services to ensure that improvements are made and maintained,

Our first priority has always been to ensure patients, service users, families and carers understand their rights and are empowered to exercise choice and control with the backing of a consumer champion that understands local needs, and this report highlights some of the ways in which we have listened to local people and acted on their concerns.

We have been able to speak up for local people at the Health and Well Being Board and continue to scrutinise health and care services via our representatives on the Health and Adult Social Care Scrutiny Sub Committee.

During the forthcoming year we plan to continue and extend our engagement with

the public to ensure that more people have the opportunity to share their story. We will continue to strive for a personalised and integrated health and social care system which is accessible and delivered by a caring and compassionate workforce as these are the things that are essential to people's emotional wellbeing and are the core to the success of any health or social care service.

I would like to take this opportunity to thank the volunteers who have been crucial to the success of Healthwatch of Wight. They have contributed an enthusiasm, a commitment and a passion to listen to the voice of the community and have extended the reach of Healthwatch across all communities.

In the forthcoming year, I look forward to increasing our impact on local services and shaping and developing systems to enable them to provide a first class service to all people.

**Chris Orchin, Chair,
Healthwatch Isle of Wight.**



About Healthwatch

Healthwatch Isle of Wight is here to make health and social care better for ordinary people. We believe that the best way to do this is by designing local services around their needs and experiences.

The Isle of Wight has a population of around 140,000. The Island has a greater proportion of older residents (aged 65 plus) and fewer younger people (those aged 0- 14 years) than both the South East region, and England and Wales. Over the next ten years, there is likely to be a significant increase in the number of people aged 65 years and older as a proportion of the island's population.

Everything we say and do is informed by our connections to local people and our expertise is grounded in their experience. We are the only independent body looking solely at people's experience across all health and social care.

We are uniquely placed as a network, with a local Healthwatch in every local authority area in England.

As a statutory watchdog our role is to ensure that local health and social care services, and the local decision makers, put the experiences of people at the heart of their care.

Our vision/mission

We believe that every voice counts when it comes to shaping the future of health and social care, and when it comes to improving it for today.

Everything that Healthwatch Isle of Wight does will bring the voice and influence of local people to the development and delivery of local services.

We want you to feel that your local Healthwatch belongs to and reflects you and the Island's community and we will make your voice heard by commissioners and regulatory bodies.

Our strategic priorities

Healthwatch Isle of Wight held its second annual workplan setting session in July 2014. The session was attended by over 40 members of the public and local organisations. During the session attendees were asked, in relation to health and social care services for both adults and children:

- *What's working well?*
- *Where do changes need to be made?*
- *What's really important to local residents?*

Healthwatch Isle of Wight presented the feedback they had received in the previous 12 months as an indicator of the type of concerns local people were raising. Alongside this some key documents were also presented, these included:

- *Health and Wellbeing strategy*
- *IW Clinical Commissioning Group Strategy*
- *IW NHS Trust Quality Account*
- *Joint Strategic Needs Assessment*
- *Francis Report*
- *Local and national media articles*

The outcome of this session was that five key local issues were identified to look at in the second workplan.

The following areas adopted as Healthwatch priorities are:

- **Mental Health** - with a focus on Community Mental Health Services.
- **Complaints** - focusing on complaints procedures at St Marys hospital and GP surgeries
- **Hospital Appointments** - analysing the amount of cancelled hospital appointments and why these occur.
- **Diagnostic Pathways and support for Adults and Children with Autism** - specifically the transition between child and adult services.

In 2015/16 Healthwatch Isle of Wight's priorities will be to:

- Using our seats on the Health and Well Being Board and the Health and Adult Social Care Scrutiny Sub Committee, to scrutinise local services and ensure commissioners are held to account.
- We need to raise our profile further in the public eye to ensure that people are aware of and know how to utilise Health Watch as a consumer champion. We are directed by your experiences, your recommendations and ultimately your voice.

- Using the feedback that you have given us to hold services to account and ensure that they are following through with improvements.
- Offering training opportunities to help local organisations to engage and support more effectively with a diverse range of individuals.
- Creating opportunities for people to offer guidance to services that they themselves have experienced.
- Strengthening links with educational services to ensure that younger people are fully incorporated in to feedback opportunities and ultimately, future focuses of Health Watch.
- Promote the voice of the people by ensuring they influence the way services are designed and delivered both locally and nationally.





Our Healthwatch Team

The team from left to right:

Josh Redford - Marketing and Admin Officer

Joanna Smith - Healthwatch Isle of Wight Manager

Nikki Stewart - Healthwatch Officer

Christopher Gale - Data and Research Officer

Sara Ellis - Engagement and Outreach Officer

Amanda Coyle - Volunteer Support



Engaging with people who use health and social care services

Understanding people's experiences

Healthwatch Isle of Wight understands that listening to people's experiences of services is the core part of our work and is the key to identifying how and when services can be improved.

Community engagement projects have continued to increase this year and staff and volunteers are regularly meeting people in the community to listen to their views.

We have specifically looked to hear the voices of younger people on the Island and are very proud to have two youth Board members who have completed engagement work within their local school to ascertain younger people's views on the local health care system.

Healthwatch staff regularly visit the Alzheimer Café community to speak to both carers and users of services to enable them to talk about their experiences, whether good or bad.

We have also completed targeted work with 'The Meeting Place' in Ryde to ensure the views of those with a learning disability, mental health condition or those who usually lack the confidence to speak out, have the opportunity to express their views on local services and how these could be improved.

- A more targeted engagement strategy has led to a broader range of feedback and has enabled us to develop positive and constructive relationships with those whose voices are seldom heard in our community.
- We have not specifically targeted those who work or volunteer in our area but do not live here, however, through our outreach work they are represented in the views we have collected.

Since April 2014, we have held outreach sessions at St Mary's hospital Newport and at Community events including Wolverton Manor Garden Fayre and Riverfest.

Focusing on people with a mental health condition has been a priority during the past year and we have established strong links with the local voluntary sector and with user led groups (in particular My Time/ Richmond Fellowship Trust)

Healthwatch staff have also attended the following group meetings to listen to people's experiences:

- Action on Hearing loss
- Moving on group (stroke association)
- Deaf Blind association
- Earl Mountbatten Hospice
- Learning Disability Partnership Group
- People Matter Enablement Board

Enter and View

Healthwatch Isle of Wight has statutory powers to carry out Enter and View visits to health and social care services.

Our Enter and View team are trained and experienced volunteers whose main purpose is to take the time to listen to the views and experiences of people. The team give a unique perspective to our community engagement strategy and are key to gathering people's stories and to giving members of the public a voice.

Enter and View visits can happen if people tell us there is a problem with a service but, equally, they can occur when services have a good reputation - so we can learn about and share examples of what they do well from the perspective of people who experience the service first hand.

Following each Enter and View visit, a report will be generated and recommendations made to the service provider, along with an acknowledgement of good practice. Copies of the report will then be sent to Commissioners and Regulators and will be displayed on the Healthwatch Isle of Wight website.

During 2014/15 two programmes of enter and view visits took place.

Inpatient Experience Visits

The first programme of visits were undertaken as follow up work from the 2013/14 Hospital inpatient experience work plan. In December 2013, the Enter and View team visited three hospital wards to look at patient experience on the wards. To ensure continuity the Enter and View team visited the same wards as their

previous visit. They were issued with the recommendations made previously along with the trusts responses to those recommendations.

They observed the facilities, practice and spoke with staff and patients and relatives/visitors where required. The IW NHS Trust were aware that the revisits would be taking place during the first two weeks of December 2014 but were unaware of which days/times.

6 Recommendations were made to the NHS Trust as a result of these visits. During the Enter and View visit to the hospital wards in Dec 13, Enter and View team representatives challenged issues relating to staff communication, dignity and poor practice within the environment. During the follow up visit a year later, We were delighted to discover that previous recommendations made by Healthwatch had been acted upon and in fact expanded to include other wards (this included our recommendation to extend the `protected mealtimes` scheme)

Complaints Visits

Members of the public had highlighted issues relating to hospital and GP practices complaints procedures. As part of the complaints workplan, visits to the Islands only hospital, St Marys were undertaken. The purpose of these visits were to ascertain the accessibility of the complaints procedure. The Enter and View team looked around all areas of the hospital to see how the complaints procedure is advertised and spoke to staff to ascertain their understanding of the complaints procedure. These visits were unannounced.

The results from these visits will be used to inform recommendations in a wider report concerning NHS Complaints procedures.

Our Enter and View Panel

During 2014/15 Healthwatch Isle of Wight had 16 enter and view panel members that are authorised to undertake enter and view activity on behalf of Healthwatch Isle of Wight.

They meet with the Healthwatch team on a monthly basis.

The panel members are:

Pam Fenna - Enter and View Lead,
Maureen Wright, Pamela Cranefield, Sue
Orchin, John Bowker, Niviera Piper, Denise
Parker, Gilly Holmes, Christina Stuart, Rose
Wiltshire, John Phillips, Philippa
Daley, Maurice Dix, Karen Turner, Michael
Keen, Tracy Bradbury

“I have been involved in various projects in care homes, GP surgeries and the hospital and really appreciate the way the local community can assist the NHS in monitoring and improving their services.”

Anonymous Enter and View Volunteer, Healthwatch Isle of Wight



Panel members from left to right:

*Niviera Piper, Gilly Holmes, Maureen Wright, Sue Orchin,
Denise Paker, Maurice Dix, Karen Turner, Philippa Daley,
Pam Fenna, John Phillips, Rose Wiltshire, Pamela Cranefield*



Providing information and signposting for people who use health and social care services

Helping people get what they need from local health and social care services

Healthwatch Isle of Wight provides regular updates to the public via its website, the use of social media sites (including Facebook and Twitter) and via press releases.

People can contact us by calling our telephone helpline (01983 608608), through our website, on Twitter or Facebook or in person at Citizens Advice, Newport.

We also provide an information service and we answer questions from the public every week about local services.

An example of the calls we received include questions around the following:

- How to fund residential care placement
- How to make a complaint about CAMHS
- How to access a GP or dentist
- Information required around Lasting Power of Attorney



As well as providing information, we also support people with the following:

- Signposting to complaints advocacy services (eg SEAP)
- Navigating the complex health and care systems
- Signposting to specialist organisations or services
- Advice about financial concerns

In 2014/15 we provided information to 421 members of the public. This is an increase of 87% from 2013/14

We do receive information from the public which may need escalating due to the level of concerns raised. If this is the case, the individuals will be informed that their information will be escalated and our escalation protocol will be followed to ensure that the relevant people are informed.

Joint agreements around the sharing of information will ensure that comments requiring urgent attention will be escalated to the local Safeguarding service, Healthwatch England, the Care Quality Commission or NHS England.



Influencing decision makers with evidence from local people

Producing reports and recommendations to effect change

Healthwatch Isle of Wight publish reports which highlight peoples experiences of health and social care services and contain recommendations for improvements.

Service providers are requested to inform us of the improvements they are going to make as a result of our recommendations.

All reports are available on our website and will be sent to providers of services, commissioners and regulators as well as being promoted extensively in the media.

No providers or commissioners have failed to respond to requests for information or reports that we have shared with them.

“Requesting an independent review of a service within health care gives me the assurance that we are getting it right for the local population” - Quality Assurance survey response.

Care Quality Commission

Earlier this year the CQC informed us that they would be conducting themed inspections of local GP practices on the Island and they requested feedback from Healthwatch prior to planning the inspections.

We sent the CQC an intelligence report with details of the feedback we have gathered around GP practices and this was used in the planning of the inspections.

We use a CRM (customer relationship management) system to systematically record all the stories, information and feedback we receive. This sophisticated system enables us to identify themes and trends around specific service providers or sectors and to accurately correlate whether the comments are negative or positive.

This enables us to streamline our services so that we can concentrate on the areas that are causing people more concern. We are also able to generate feedback reports which can be a useful tool for providers to assess the quality of their services.

Quarterly reports are sent to individual GP practices, the IW NHS Trust, the Care Quality Commission, the Local Council, the Clinical Commissioning Group and NHS England and themes and trends identified from the reports are discussed by the Healthwatch manager at the Wessex Quality Surveillance Group meetings.

Healthwatch England

In 2013, Healthwatch Isle of Wight escalated a concern to Healthwatch England around the timeliness of care reviews by the local authority. We have continued to liaise with Healthwatch England around this issue and the impact this has on social care services.



The Health and Wellbeing Board

Our representative on the Health and Wellbeing Board attends the Board to represent the voice of the people. He is supported to be an effective member by information and briefings from the Healthwatch manager and by his active involvement with the local Citizens Advice Bureaux.

NHS England

In February this year, we were contacted by NHS England to ask for our views on the Vanguard applications within the Wessex regions (these were applications for health and social care organisations to become pilot sites for new models of care). We have since provided NHS England with regular briefings to help shape and influence the programme at national level.

Putting local people at the heart of improving services

Healthwatch Isle of Wight recently partnered five other local Healthwatch (including Dorset, Hampshire, Portsmouth and Southampton), NHS England Wessex sub regional team, the Wessex Clinical Senate and Strategic clinical networks, to co-produce a project with the following aims:

- Improve the outcome of commissioning through the active involvement of patients and the public throughout all aspects of the commissioning cycle.

- Bringing together patients, carers and members of the public who have a range of skills and experiences to work closely with health professionals to inform future provision of services.
- Facilitate patient, carer and public participation in service re-design.
- Involve patient, carer and public representatives in becoming active participants in healthcare.

The project culminated in the development of a Wessex wide Framework for Good Practice to ensure effective patient and public participation and voice in commissioning decisions and it is hoped that this toolkit will be rolled out throughout NHS England and other Healthwatch to ensure that local people are genuinely involved in the commissioning of all health and care services.





Our Year in Numbers

Healthwatch Isle of Wight has received a total of 903 items of feedback over the past year. Most feedback was relating to Patient pathway and Quality of service.

We had 307 new twitter followers this year and now have a total of 1006 followers

There have been 16,589 page views on the Healthwatch Isle of Wight website and 4750 users.

We have 395 people on our mailing list.

Number of community engagements attended this year is over 70





Case Study One

Impact Stories

Communication Report: For People with Hearing Loss



The difficulties in communicating with health and social care professionals, for people who are deaf or hard of hearing, was identified as an issue at the Healthwatch Isle of Wight Prioritisation Day held in June 2013.

The issues:

- Masks were not removed by dentist when speaking to the patient
- Access to emergency services was incredibly difficult and we heard several stories when partners of profoundly deaf people had been taken very ill suddenly and their deaf partners had problems in calling the emergency services.
- There were differences in the support offered for hearing aid care. Action on Hearing Loss run many drop-ins across the Island for replacement, but these do not seem to be well publicised by the audiology department.

- Some doctors and nurses are not deaf aware and do not communicate clearly with patients.
- There was an inequality across the island for access to the use of micro suction for those suffering with ear wax.

Changes and Successes:

Following the publication of our Communication report, we were pleased with the responses from the NHS Trust, the Clinical Commissioning Group and the Local Authority, regarding the recommendations we made.

“The NHS IOW CCG welcomes this report produced following work undertaken in June 2013 when people highlighted the difficulties they had communicating with health and social care professionals”

The following improvements were made to local services:

Isle of Wight Council

The IW Council have met with Action on Hearing loss to review accessibility, training and awareness raising amongst its staff.

The learning and development team reviewed the commissioning of equality and diversity training and started a monthly awareness session for different service user needs.



NHS Trust

Have implemented the 999 text relay system and ensured that records of patients with a hearing loss is recorded on their systems.

Front line ambulance staff have taken a sign language course and disability awareness training is now mandatory for all staff.

Induction loops have been installed within the Trust and 1-1 hearing devices (Pocket talkers) have been purchased for all wards.



Clinical Commissioning Group

The CCG arranged for deaf awareness training for their governing body. They reviewed patient records to ensure they clearly indicate if the person has hearing/sight loss and how best to effectively communicate with them.

The need for reasonable adjustments to ensure equity of access is included in all contracts and will be made more explicit in future contracts.

The CCG has reviewed the use of micro suction on the Island.

“The report details issues faced by those experiencing hearing loss, total or partial, and those people who have both sight and hearing loss.

Recommendations in the report are made as a result of consultations with these cohorts and include suggestions for improving communication with Health and Social Care professionals”

- *Response from IW CCG*

Ongoing work:

The Communication Report was presented to the Isle of Wight Health and Adult Social Care Scrutiny Sub Committee, to the Care Quality Commission and to NHS England.

We will continue to focus on this issue in 2015/16 and will continue working with providers to ensure they recognise and address the issues faced by people who are deaf or hard of hearing.





Case Study Two

Inpatient Experience Visits.

In December 2013, the Enter and View team visited three wards at St Marys hospital, following a theme of negative feedback around patient experience.

The team observed the facilities, practice and spoke with staff and patients and relatives/visitors where required. They were looking particularly at the promotion of patient dignity and in finding, highlighting and share examples of good practice alongside providing evidence to contribute to the ongoing programme of development at IW NHS Trust.

The visits were primarily designed to allow patients and their families' voices to be heard.

The Enter and View team discovered several areas of good practice, including the use of protected mealtimes on a particular ward and the introduction of Dignity training for staff.

However the following issues were also identified:

- Alarm bells were not always placed within reach of the patient
- Fire exits were blocked
- Patients were unclear about staff roles.
- Patients were not always given appropriate support to eat and drink.

As a result of the visits, a report was published along with recommendations for improvements.

The Trust issued a response to our recommendations and to ensure that our recommendations had been fully met and sustained, the Enter and View team decided the revisit the same hospital wards twelve months later.

We were delighted to find that many of our recommendations had been met and in fact our recommendation to continue with the protected mealtimes scheme had been expanded to include additional wards.

Many patients confirmed that they had a positive experience during their stay in hospital

“We are happy with the findings of the report, and are pleased Healthwatch have praised the ward for the progress that has been made since the last visit” - *Response from IW NHS Trust*





Our plans for 2015/16

Opportunities and challenges for the future

During the past twelve months, Healthwatch Isle of Wight has strengthened its links with the local community and has developed a robust presence on the Health and Well Being Board.

We have developed excellent links with the Health and Adult Social Care Scrutiny Committee and have presented all our reports to the committee. Health and Social Care providers have then been asked to present their action plan as a result of the recommendations in our reports.

During the forthcoming year we plan to further develop our impact on the committee by ensuring agenda items are relevant to the concerns of local people. We have also suggested further improvements to the committee to ensure Health and Social care providers are adequately scrutinised and held to account.

Isle of Wight Vanguard Site.

As mentioned earlier in this report, on the 10th March this year the Isle of Wight expressed an interest in working with NHS England to develop a new care model, with the aim of transforming how care is delivered locally.

Healthwatch Isle of Wight will be monitoring the working group closely to represent the voice of the people and to scrutinise the quality and scope of public engagement employed by the working groups.

Local priorities

- **The Care Act 2014** has had wide reaching implications for the delivery of health and care services and we are well placed to influence the people who commission services. We will continue to monitor and assess outcomes from this area.
- **Community Mental Health** has been a continuous theme for Healthwatch Isle of Wight and we are planning a user-led event in conjunction with `My Time` to showcase the stories of people who have used mental health services and their vision for the future.
- **Residential Care** services has seen an emerging theme around poor quality care provision so Healthwatch will be working with the Clinical Commissioning Group and Local Authority to address the issues of poor provision.



Our governance and decision-making

How Healthwatch Isle of Wight is set up

Healthwatch Isle of Wight is a Community Interest Company and a Social Enterprise. That is a company that acts for the benefit of the Island's Community. It is led by a Board of Directors and consists of three Executive Directors, one appointed by each of the three organisations in the partnership, and four Non-Executive Directors. The board members are all volunteers. The partner organisations are Help and Care, Community Action Isle of Wight and the Isle of Wight Citizens Advice Bureau.

Our board

The Healthwatch Isle of Wight Board has seen two major changes throughout 2014/15. The Executive Director for the Citizens Advice Bureau Janet Parry resigned and in her place is Dave Hardy.

Dominic Crouch has also resigned from his position of Healthwatch Chair and has been replaced By Chris Orchin (previously Non-Executive Director for Governance and Compliance)

Healthwatch Isle of Wight would like to publicly thank Janet and Dominic for their incredible contribution and wish them all the best for future endeavours.



Members from top left:

Sara Mousley - Executive Director (Help and Care)

Chris Orchin - Chair

Dave Hardy - Executive Director (Isle of Wight Citizens Advice Bureau)

George Woodburn - Youth Board Member

Hanna Dean - Youth Board Member

Caryl Morrison - Executive Director (Community Action Isle of Wight)

Janet Newton - Non-Executive Director for Finance and Improvement

Zoryna O'Donnell - Non-Executive Director for Equality, Diversity and Community Engagement

Recently Vacant Post - Non-Executive Director for Governance and Compliance



How we involve lay people and volunteers

Volunteers are an integral part of Healthwatch Isle of Wight.

The majority of Healthwatch Isle of Wight governance is the responsibility of the Non-Executive Director for Governance and Compliance, alongside the Healthwatch Isle of Wight Manager.

A rigorous recruitment procedure is in place for becoming a Healthwatch Isle of Wight Volunteer. An initial conversation with the potential volunteer takes place and following this, if both the potential volunteer and Healthwatch Isle of Wight are comfortable with the post, a formal induction then follows.

The induction includes DBS checking for Enter and View volunteers, identifying any training needs, safeguarding training, equality and diversity training, photography consent forms, copyright waivers, data protection and confidentiality procedures, health and safety procedures and the complaints procedure. The volunteers are assigned a mentor and given their contact details so they know who to report to and to whom they are responsible to.

Volunteers are heavily involved in work plan related decisions and their input is invaluable. Work plans are discussed in detail at monthly Enter and View meetings and plans for visits are created.

Planning meetings then take place and the fine details of the visits are agreed upon with the volunteers and a clear explanation of what is expected of them and who they should report to (as this will be the project lead, not their mentor) takes place.

Volunteers are offered supervision sessions with their mentors and should they have any issues this is the place to discuss them, although informal catch ups are generally preferred and any issues/questions are dealt with immediately by the Healthwatch Isle of Wight Staff team.

A volunteer satisfaction survey has been undertaken and the results were very positive showing 100% of the volunteers are happy with their level of involvement. A few have mentioned they would like more involvement outside of their specific volunteer role and this is something Healthwatch Isle of Wight is beginning to explore.

“As a new comer to the island I joined Healthwatch to get to know people who I hoped would have similar interests, and for me to be involved in something where my lifetime of working in the NHS could still be useful. On both fronts Healthwatch has filled the bill admirably. Both the fellow volunteers and the Healthwatch staff made me feel very welcome and at ease from the very first meeting I attended, and they have certainly made me feel that I still have something of value to offer the local Health and Social Care services. Healthwatch has given me a reason to keep up to date with current policies and trends and the various pieces of work that we have undertaken have I believe benefitted the provision of services on the Island”

*Enter and View Volunteer,
Healthwatch Isle of Wight*



Financial Information

Healthwatch Isle of Wight is contracted by the Isle of Wight Council.

In addition to this, we have also been commissioned by the Isle of Wight CCG to undertake some engagement work within the local community.

INCOME		£
Funding received from local authority to deliver local Healthwatch statutory activities	153,416	
Additional income	30,000	
Total income	183,416	
EXPENDITURE		
Management, training and supervision costs	21,006	
Staffing costs	101,042	
Overheads	24,024	
Communication and events	14,591	
Volunteer costs/ Enter and View	3,420	
Community Engagement	6,866	
Total expenditure	170, 949	



Contact us

Get in touch

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We will be making this annual report publicly available by 30th June 2015 by publishing it on our website and circulating it to Healthwatch England, CQC, NHS England, Clinical Commissioning Group/s, Overview and Scrutiny Committee/s, and our local authority.

We confirm that we are using the Healthwatch Trademark (which covers the logo and Healthwatch brand) when undertaking work on our statutory activities as covered by the licence agreement.

If you require this report in an alternative format please contact us at the address above.

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healthwatch
Isle of Wight