

Healthwatch Isle of Wight Annual Report 2016/17



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Message from our Chair

In my last message I said that the challenges of the 'coming year' will increase and in that I was correct. Throughout the year our staff and volunteers have continued to respond to many issues relating to health and social care with enthusiasm and dedication.



Because of the increasing public awareness of issues relating to both health and social care we have received even more feedback, with 685 people sharing their experiences of health and social care services this year and this has been fundamental in helping us formulate our annual priorities.

Volunteers have continued to provide the foundation upon which we have progressed our work and in doing so the range of activities and tasks they have been involved in has broadened and it is anticipated that this process will continue.

Against a background of challenge and change we have continued to develop our relationship with both service providers and service commissioners as they have sought to develop new approaches to delivering care and treatment as part of the progressive change programme both locally, regionally

and nationally. In doing so we will continue to monitor the impact of change in a way that reflects the concerns of the general public and individuals that might be most affected by the transformation process.

During the course of the year we have published a number of reports on areas identified by the public as being of particular concern. This work involved 13 Enter and View visits to the Isle of Wight NHS Trust A&E department as well as mystery shopping activities relating to all 22 GP surgeries on the Island.

The last Care Quality Commission inspection of the Isle of Wight NHS Trust had an immediate impact on our work and will continue to do so throughout the coming year as the Trust strives to come out of 'special measures'. We will seek to support them in addressing the many issues identified by the CQC wherever appropriate.

During the year the Isle of Wight Clinical Commissioning Group had more responsibilities devolved to them. The impact of this has been that our engagement with them has increased significantly during the year and will continue into the coming year.

In parallel with direct involvement with service providers and commissioners Healthwatch Isle of Wight has continued to represent the public through its involvement with the Health and Well-Being Board, My Life a Full Life development, the Health and Social Care Scrutiny sub Committee of the Isle of Wight Council and the Local Safeguarding Adults Board.

We are expecting increasing pressures on Healthwatch Isle of Wight during the coming year and are committed to doing whatever we can to influence policy makers and providers in the way they develop and deliver services and ensure that quality and equity remain paramount in the change process.

Message from our Healthwatch Manager

I am pleased and privileged to present this report from Healthwatch Isle of Wight and can confirm that this has been another highly successful and hectic year for the team of dedicated staff and volunteers.

We are delighted that our report `Home From Home` has been nominated for two national Healthwatch Network awards this year and we are extremely proud of the impact this report had had on the quality of care given to older people in local care and nursing homes.

We will continue to work with the Isle of Wight Council and Isle of Wight Clinical Commissioning Group to champion the rights of all people to receive good quality care as we believe that this is nothing less than people deserve.

Our Care Awards this year demonstrated that as well as highlighting poor practice, we also share and highlight examples of outstanding care as it is just as important to reflect on what is working well within local services.

“Our Mate Crime film was co-produced with people who use local services and was showcased at the Local Safeguarding Adults Board and Police and Crime Commissioners annual conference in March.”



This film has succeeded in raising awareness of mate crime and will contribute to a further piece of work this year involving people with experience of using services.

Gathering the experiences of prisoners at HMP IOW will remain a focus for us this year and we will build on the work we completed around domiciliary care services, where prisoners were able to share their experience of care services, to ensure that their voices are heard.

We are passionate about improving services and ensuring that local people have a say in how these services are designed and commissioned and this will be our priority for the forthcoming year with a focus on increasing our community engagement and outreach activities.

Highlights from our year

*This year our Facebook posts have been viewed 19927 times.
The Social Care Institute for Excellence (SCIE) tweeted about our Mate Crime film to their 27.5k followers*



Our volunteers help us with everything from Enter and View to research and report writing



We've had 1193 responses to our surveys



Our reports have tackled issues ranging from care at home services to GP appointment systems



Over 450 people have received information, signposting or advice



We've met hundreds of local people at community events



healthwatch

Who we are

Who we are

We exist to make health and care services work for the people who use them.

Everything we say and do is informed by our connections to local people. Our sole focus is on understanding the needs, experiences and concerns of people of all ages who use services and to speak out on their behalf.

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

Our role is to ensure that local decision makers and health and care services put the experiences of people at the heart of their work.

We believe that asking people more about their experiences can identify issues that, if addressed, will make services better.



Isle of Wight

Our Vision

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.

Our vision is for health and social care services to become better, more person centred, kinder and more compassionate, where every person has access to information to enable them to make decisions about their care.

Where organisations and commissioners of services are well led and have cultures that embrace bravery and innovation.

Where the public and patient experience across the whole pathway of health and social care is based around the need to ensure that people receive the right support at the right time. This will be achieved by:

- Working with commissioners and decision makers to improve standards of health and social care.
- Ensuring the voices of people who are seldom heard are included, in order to tackle inequalities, empower the community and help deliver sustainable interventions.
- Providing robust, evidence based local intelligence that helps influence key decision making for health and social care both locally and nationally.
- Being a 'critical' friend to commissioners and providers, by challenging poor practice and recognising and celebrating excellent standards of care.

healthwatch
Kent

We can
help you..

Your views on health and care

Your views on Health and Care

One of our strategic priorities is to listen to people's experience of health and social care services. This is key to the success of Healthwatch Isle of Wight and we have developed many ways that people can get in touch.

Our social media presence allows people the opportunity to provide feedback to us simply and effectively and those who prefer to can ring or text and leave a message. We have a walk in centre based at Citizens Advice Isle of Wight and we also widely distribute our 'Your Voice Counts' feedback forms. Our website provides members of the public with contact details and enables feedback to be left via online feedback forms.

One of our most successful ways of engaging people has been the use of our annual prioritisation survey. The survey is designed by using the topics or services that have generated the most feedback from the public during the previous 12 months. The 20 top topics or services are then developed into a public survey and the general public are asked to choose the five topics/services that they would like us to look at in more depth. This year we received 610 responses which is a huge increase on last year and directly led to our workplan priorities for 2016/17.

Our team has attended some key public events to talk to people about how their experiences can make a difference and this includes Wolverton Manor Fayre, IOW Age UK Celebrating Age Festival, Southern Housing Supported Involvement day and Riverfest.

We have also spoken to hundreds of people over the course of the year by visiting voluntary sector organisations, user-led groups and community groups.

Engaging with young people

We specifically targeted younger people in our prioritisation survey and we are currently speaking to young people about their experience of mental health services as part of our workplan for this year.

People over the age of 65

This year we spoke to older people who live in care homes, we took part in the IOW Celebrating Age Festival and we gave talks to Brading WI and the Civil Service Pensioners Alliance group.

Our strong links with the voluntary and community sector, in particular with People Matter and Community Action IOW, has enabled us to speak directly to many people. We have attended various groups that support people with specific conditions which includes the learning disability partnership forum, mental health peer support group and long term conditions group.

Our work to obtain views on adult mental health services this year, included structured conversations with 50 people with experience of using services and their families and or carers. People who wished to share their experience with us were drawn from a variety of settings including day service groups, learning disability groups, parent carers, individuals who had experienced inpatient care, and service users working within the voluntary sector.

Our care at home surveys were shared with prisoners from HMP Isle of Wight and their responses were included in our final report. We hope to increase our engagement with prisoners at HMP Isle of Wight and have worked in partnership with SEAP - Support, Empower, Advocate, Promote (who provide local health complaints advocacy services), to plan the setting up of joint 'surgeries' at the prison to enable prisoners to share their experience of health and care services.



Helping you find the answers

How we have helped the community access the care they need

Case study - NHS dental fees:

An individual applied for an out of work benefit and had been told her claim had started. With this in mind, she had a dental appointment and informed them that she was in receipt of a benefit which entitled her to free dental care. Soon after, she received a letter from the NHS, which claimed that she owed them £153.90, made up of treatment and a £100 penalty also stating that she was not entitled to the benefit. It would seem the client misunderstood 'her claim had started' as an acceptance of her entitlement.

We contacted the NHS business services authority to negotiate their fee and penalty. The NHS BSA agreed to suspend the request for payment for 30 days. While the NHS would not at this stage lower their fee or waive the penalty, they suspended it, so that the person had time to fill in the provided HC1 form Help with Health Costs, as she is on a low income. We then helped her complete a HC1 form and advised should there be problems with this application then we could refer her to the Citizens Advice Money Advice Team to assist in repayment of the incurred health costs.

Case study- Care home fees payment:

An individual contacted us as she needed advice on care home fees. Her mother still lives in her property, she owns this outright, is still able to support herself and has made a will leaving the property to the individual and two other siblings. The individual needed advice on what to do should her mother require residential care in the future. We supported the individual to understand information on care home fees and current legislation relating to 'deprivation of capital'.

Case study - Dementia support:

A gentleman contacted us regarding a lady in the local community who has dementia and was unable to remember her last name and home address. She had attended a local event, but was unable to get home as she could not remember where she lived. The gentleman contacted several statutory agencies who eventually sent out an ambulance to pick her up. He felt that this was not an appropriate reaction so we informed the Isle of Wight Council, Police and local safeguarding team of the incident to improve the co-ordination of services for people with dementia in the local community.

Case study - Providing support and signposting:

An older person was caring for her spouse who had dementia. He was waking at night, had had several falls and she was struggling to cope with his needs. We signposted her to the Isle of Wight continence service for specialist support and advice. We also supported the person to contact the Isle of Wight Council for advice and for an assessment of care needs. Respite care was arranged and the individual enjoyed some much needed time away with the support of Carers IW.





Making a difference together

Have you
seen your
GP recently?
Have you
visited
Care Home
What was it like?
Tel

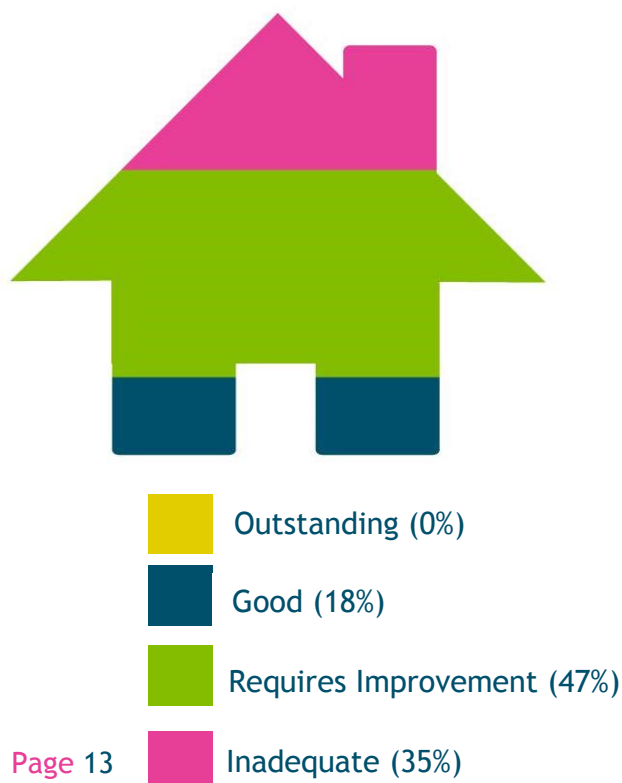
How peoples experiences are leading to direct improvements in social care

During 2015 we began to receive an increasing amount of negative feedback from the public around the quality of care provided in some nursing and residential care homes on the Island. The public also chose 'Quality of Care in Residential/Nursing Homes' as one of the topics they would like us to look at in more detail, through our annual prioritisation survey.

Towards the end of 2015, Healthwatch found that of the 92 Isle of Wight residential and nursing homes registered with the Care Quality Commission, 17 had been inspected under their new inspection model and had their reports published.

Of those 17, only 3 (18%) were rated as good, 8 (47%) as requiring improvement and 6 (35%) were rated as inadequate.

CQC ratings of the 17 Isle of Wight Care Homes inspected under the new inspection model (as of July 2015)



Put quite simply, we felt that this was not good enough.

Our team of Healthwatch authorised representatives (enter and view team), visited 13 nursing and residential care homes across the island to look at the quality of care provided to older people and they spoke to staff, residents and their families about their experiences.

We met with family and friends of people who live in residential care or nursing homes to listen to their experiences and to look at sharing good practice and learning lessons when things have gone wrong.

We also created a survey for registered managers of care and nursing homes to look at the pressures they face on a daily basis and to identify how they can be better supported in their challenging role.

We found a vast difference in the quality of care provided in nursing and residential care homes across the Island. Some homes had a clear vision and strong leadership which contributed to a culture of continuous quality improvement and a desire to improve the quality of life of the vulnerable people they support. Other managers and their staff seemed to be drowning in a wave of bureaucracy, paperwork and staff shortages leading to an inevitable drop in standards and a poor quality of care.

Some staff we spoke to felt that there were not enough staff on duty to meet the needs of residents and this was often worse during the evening, at night and at weekends.

Most homes offered a range of activities for their residents, but the quality and quantity of activities offered varied enormously amongst the homes and not all managers demonstrated an understanding of the need for meaningful stimulation and the effect this can have on a person's quality of life.

People who shared their experiences with us included family members and residents and they were often left traumatised by the issues they had experienced. Concerns around basic care needs not being met, restrictions on food and drink, their family member wearing other people's clothing, often signified wider issues within the culture and leadership of the home.

We wanted people to be ambitious about the expectations we have for older people, expecting the best possible service and not accepting the worst. Not just ensuring that basic needs are met but that people's quality of life is good, regardless of where they chose to live.

On completion of our report 'Home From Home' A Healthwatch report on Quality of Care within residential care and nursing homes on the Isle of Wight - October 2016, we made seven recommendations for the Isle of Wight Clinical Commissioning Group and the Isle of Wight Council and 3 recommendations to care and nursing home providers.

"Isle of Wight (IoW) Council and Isle of Wight Clinical Commissioning Group (CCG) welcome the report from Healthwatch. We value the contribution that the report makes to recognising the good quality of care that residential care homes and nursing homes provide on the island and to highlighting where improvements are necessary so people living in the homes have a positive experience."

We received a comprehensive response from the Isle of Wight Clinical Commissioning Group and the Isle of Wight Council and as a result significant improvements have been made to the monitoring of quality within residential care and nursing homes due to the following actions:



What we've learnt from visiting services

In October 2015, we published a report 'From Pillar to Post' which detailed people's experiences of the Isle of Wight NHS Trust's complaints procedure. In response to our recommendations, the hospital agreed to redesign their complaints leaflets and posters, to include a visible reference to the independent complaints advocacy service. They agreed to review their PALS leaflets and posters, ensure that all staff are trained in complaints handling and ensure that posters and leaflets relating to complaints were available in all departments and were available in different formats and languages on request.

In order to monitor the impact of the improvements on patient experience, we decided to revisit the work we had completed in 2015. Our enter and view representatives returned to 22 areas of the hospital in February and March 2017 to look at the accessibility of the complaints procedure and to assess staff knowledge of how to deal with a complaint. This enabled us to directly compare the results with our findings in 2015. A report will be published shortly with details of our findings highlighting good practice and with recommendations for improvements.



GP Appointments: Access and Location

Healthwatch Isle of Wight consistently receives a high level of feedback about GP practices, with one of the main concerns cited as being the difficulty people have in booking an appointment with their GP. GP appointments therefore became a priority for us and we decided to send a data collection survey to all GP practices on the Island to ascertain what the current level of provision is for each of the 22 surgeries. Alongside the statistical analysis to capture the impact the current level of service is having on the local community, we also included feedback from patients within our report.

"If I want an appointment I always say it's an emergency even if it isn't, otherwise I have to wait 3 weeks"

A survey was completed by all 22 Isle of Wight GP surgeries and we found that:

Appointment systems vary largely between individual GP surgeries and between localities. Only 7 of the 22 GP surgeries allow same day appointments to be booked on line and only 1 surgery on the Island allows prescribing nurse appointments to be booked online.

As of April 2016 all GP practices are required to have a Patient Participation Group which provide an opportunity for surgery patients to raise any concerns they have, to highlight what they feel is working well and to make suggestions for future improvements. Most Isle of Wight GP surgeries stated they have an active Patient Participation Group and are willing to accept an unlimited amount of members, however, there are a few surgeries that have very small PPG's with as little as 3 members and some are currently not accepting any more members.

This is a concern to Healthwatch Isle of Wight as inviting patient feedback and experience is vital and provides valuable insight into improving quality and maintaining good standards of care.

Our report 'GP Appointments; Access and Location' contains a detailed analysis of the number of appointments available with a GP and nurse prescriber on the Island and how patients are able to access these appointments.

As a result of the findings contained in the report, Healthwatch Isle of Wight have made 6 recommendations to improve people's experience of accessing primary care services. These include GP surgeries advertising their appointment booking systems more widely and actively seeking to engage with patients to ensure their voices are heard. Recommendations for the Isle of Wight Clinical Commissioning Group include the need for all patients to be able to pre-book an appointment with a GP and to ensure that equality of access is considered during all future commissioning of primary care provision.



Cancer services

Another workplan priority for this year was cancer services for Island residents. This had also been identified separately by the Isle of Wight CCG as the subject of its own independent review. We carried out a survey with people who had used cancer services within the last two years and questions were asked about various stages of cancer treatment and recovery. We received 220 responses to the survey and the level and depth of the feedback we received reflected the huge importance of the services to people on the Island.

"I seem to be the one chasing people on the phone. I feel very alone, and services I require are not responding to me - which when you are ill and in pain is very distressing."

"On the ward I asked for pain relief....was told "in a minute" and made to feel a nuisance"

"....the fact that (my partner) had to travel so far was awful, very hard for me to give support as we had a young child to look after."

We made several recommendations to the Isle of Wight CCG and NHS England (Wessex) and to the main providers of cancer services which included recommendations around travel arrangements, co-ordination of services, access and information.

Our report was presented to the Isle of Wight NHS Trust, University hospital Southampton and Portsmouth Hospital Trust at an oncology services review event, where it was agreed that a joint oncology board would be set up to improve the co-ordination and quality of services.

The lead cancer nurse for the Isle of Wight NHS Trust said: "We welcome the report for Healthwatch Isle of Wight and have worked on an action plan with the IOW Clinical Commissioning Group to address the recommendations made within the report."

The Director of Quality and Clinical Services for the CCG said "The Isle of Wight Clinical Commissioning Group is pleased to receive the full Healthwatch report and recommendations, which provide valuable insight into how we can work together with cancer service providers and our colleagues in Specialised Commissioning (who commission rare cancer services, radiotherapy and chemotherapy) to make a meaningful difference to improving patient care."

A&E

One of the priorities identified by the public for 2016/17 was the Isle of Wight NHS Trust A&E department. We decided to speak to people directly about their experience of the service, so a survey was developed with our enter and view representatives. They then visited the department 13 times during a three week period, covering all times of the day and each day of the week.

We spoke to 113 people at A&E during October and November 2016 and we subsequently conducted a follow up telephone call to find out peoples experience of discharge from the department.

Our report is due to be published shortly and will be presented to the Isle of Wight NHS Trust for a response.

Care at Home

Care at Home became part of our workplan for 2016/17 after it was chosen by the public as an area they would like us to look at in more detail. We developed a questionnaire which was distributed to people who receive care at home services. We worked in partnership with the Isle of Wight Council, who sent our questionnaire to everyone who was receiving care at home services which were either fully or partly funded by the Isle of Wight Council.

Working with other organisations

Healthwatch Isle of Wight is part of an innovative project called Wessex Voices. This is a partnership between NHS England and the five Local Healthwatch in the Wessex area. This is the only partnership of its kind in the country as far as we are aware and the aim of the project is to promote public engagement within health services.

This year the project has delivered a seminar to commissioners from public health, the Isle of Wight Council and the Isle of Wight CCG to support key people in ensuring patients and the public are fully involved in changes to local health and care systems.

How we've worked with our community

In 2016, NHS England undertook public engagement around the future of vascular services in southern Hampshire. We promoted the engagement opportunities through social media and through our local networks.

We were delighted that a higher number of people attended the Isle of Wight listening event than attended similar events throughout Hampshire. Through attending this event people were able to highlight the importance of travel arrangements for people who live on the Island:

“Patients are happy to go to the mainland but more thought needs to go into how patients are helped home”

Escalation to Healthwatch England

Healthwatch Isle of Wight were concerned about the number of people waiting for initial care reviews or reassessments of peoples needs.

We escalated this to Healthwatch England and in July 2016 Healthwatch England created a toolkit to help all local healthwatch investigate similar issues within their own area.

They wanted to find out how widespread the issue is and if necessary, bring this to the attention of those who make decisions about social care policy.



It starts with you

#Itstartswithyou

| <i>You said....</i> | <i>We did....</i> |
|--|--|
| ... that vulnerable people were being discharged from hospital without appropriate equipment or support | We fed this back to the Local Safeguarding Adults Board and conducted an investigation into the issue |
| ...that you couldn't get your usual prescription from your GP surgery | We contacted the Isle of Wight CCG who publicised the change to GP surgery IT systems and how people can access prescriptions |
|that you were unhappy with the care your relative was receiving at a care home | We alerted the local safeguarding service and the Care Quality Commission |
| ... that you were worried about the support given to a gentleman with Downs Syndrome | We contacted social services and the Care Quality Commission |
| ...that you found it difficult to find social care and support for your family | We contacted the local authority who are reviewing the information they give to people who fund their own care |
| ... that people travelling to Portsmouth for radiotherapy treatment were not given enough information about travel and funding | We contacted the Isle of Wight CCG and highlighted the issue at the Health and Adult Social Care Scrutiny sub Committee in August 16 |

You told us that you were unhappy with the care given to vulnerable people in some care homes so we made this our priority. You also told us that there was outstanding practice in other care homes so we held the first Isle of Wight Care Awards to celebrate and share good practice.





Our plans for next year

**Your
voice
counts**

For more information on our
services, visit our website at
www.healthwatchkent.co.uk
or call us on 0300 801 0101

Call us on our freephone
0800 801 0101

Visit our website:
www.healthwatchkent.co.uk

Email us:
info@healthwatchkent.co.uk

Follow us:
[healthwatchkent](https://www.facebook.com/healthwatchkent)

What next?

Our prioritisation survey was launched earlier this year and gave people of the Isle of Wight the opportunity to decide which topics/services they would like us to look at in more depth. The Healthwatch Isle of Wight Board then approved the following priorities for 2017/18:

Adult mental health services

This came top in our annual prioritisation survey and remains a firm priority for local people. Following a poor inspection rating from the Care Quality Commission, our local mental health services are undergoing transformation. We will be speaking to people who are using services to ensure that their care has improved.

111 and out of hours GP services

Now that the Isle of Wight does not have a GP-led walk in centre, the use of the 111 system will become ever more essential for people looking at accessing speedy information and advice about healthcare. We will be looking at this service to identify what works well and which areas need improving.

Social work services

We receive a high level of feedback around social work services, particularly around the support of people who fund their own care. We will be looking at this service in more depth in the forthcoming year.

Ambulance service

The Isle of Wight NHS Trust ambulance service was recently rated as inadequate. We will be reviewing the feedback we have received about this service to enable us to define the focus of our work in this area.

Dementia Care

The Isle of Wight had the highest recorded prevalence of dementia in the UK for 2011/12 and this is mainly due to the higher than average population of older people who live on the Island. We will be working with service providers and commissioners to improve the experience of people with dementia by listening to people, their families and carers about their experience of living with the condition.

The Hampshire and Isle of Wight Sustainability and Transformation Partnership is part of a national programme to integrate local health and social care services and identify better ways of working. Local people tell us that they are aware of the huge pressure the health and social care system is under at the moment and recognise that things need to change, but they want the changes to be made in partnership with local residents. We are keeping up to date with health and social care developments on the Island and have raised an expectation that there should be more consultation and engagement with local people around the STP, as this is the only way that services will find a joint solution to current system pressures.



Our people

Decision making

Healthwatch Isle of Wight is governed by a Board of volunteers and they ensure that all strategic priorities are based on our knowledge of public experiences of services and all our work is conducted in an accountable, open and transparent way.

The Board of directors consists of three Executive Directors, one appointed by each of the organisations in the Healthwatch partnership, and four Non Executive Directors. The partner organisations are Help and Care, Community Action Isle of Wight and Isle of Wight Citizens Advice.

Board meetings are held every month and are open to the public.

How we involve the public

Every year, we focus on a number of topics that have been chosen by the public as an area that they would like us to look at in more depth.

We conducted a prioritisation survey across the Island this year and the public chose the topics they would like us to look at. These topics were ratified by our Board members and led to the implementation of our work plan.

Volunteers

Our volunteers are integral to the success of our work and we are lucky to have a highly professional and motivated group of volunteers who carry out a variety of tasks. All volunteers receive training and meetings are held on a six weekly basis.

At Healthwatch Isle of Wight we have an amazing Enter and View Team. They are authorised representatives who have the right to visit any premises where publically funded care is provided to people over the age of 18. This will include care homes, hospitals, GP surgeries, dentists etc and the purpose of these visits is to assess service quality from the point of view of the service user and to make recommendations to the people who run the services and to commissioners. We also aim to highlight good practice.

As well as conducting Enter and View visits, our volunteers have also completed mystery shopping exercises, conducted structured conversations with members of the public and supported numerous community engagement activities and events.





Our finances

| Income | £ |
|---|---------|
| Funding received from local authority to deliver local Healthwatch statutory activities | 153,416 |
| Additional income | 4,900 |
| Total income | 158,316 |
| Expenditure | |
| Community engagement costs | 23,199 |
| Information, advice and signposting | 12,785 |
| Staffing costs | 108,485 |
| Overheads and additional expenditure | 15,847 |
| Total expenditure | 160,316 |
| Balance brought forward from 1 st April 2016 | 6,200 |

Contact us



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Twitter.com/HealthwatchIOW

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We will be making this annual report publicly available by 30th June 2016 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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