

Healthwatch Isle of Wight

Annual Report 2017/18





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Message from our Chair

It seems that I begin each year confirming that the challenges of the ‘coming year’ will increase.

It is the reality of the challenges confronting both commissioners and providers of health and social care, with an increasing need for services and inadequate resources.

In the year just finished, Healthwatch Isle of Wight has had to respond to many challenges in attempting to get the voice of the people heard. Against this background, the current consortium of Help & Care, Community Action IW and Citizens Advice IW were successful in securing the contract to continue providing a local Healthwatch for at least the next five years.

Prior to this, we are proud to report that we won two of the eight Healthwatch England’s national awards at last year’s conference.

“Healthwatch Isle of Wight have been recognised for their efforts improving social services on the Island, winning two national awards..”



These awards for ‘Engagement in Service Improvement’ and the NICE ‘Better Care’ award, sponsored by the National Institute for Health and Care Excellence, were the results of the hard work of our small but dedicated team of staff and volunteers.

Whilst the team completed the work, it was the people of the Isle of Wight who shared their experiences with us and identified those areas of health and social care that we needed to address in our annual work plan.

The work plan provides the core of our activities, but we also need to respond to immediate situations and longer term plans for health and social care and it is this aspect of our work that will grow significantly in the coming year.

Message from our Manager

I would like to express my sincere thanks and appreciation to everyone who has shared their experiences with us to help improve local services.

The past year has been both challenging and exciting for our staff team and volunteers. Winning two Healthwatch England national awards was testament to the hard work of our volunteers and we are extremely proud of our achievements in supporting health and social care services to improve.

This year, we were also shortlisted for the National Institute for Health and Care Excellence Shared Learning Awards and as a result, our work was highlighted in their Shared Learning Programme.

We also continue to work closely with the Local Safeguarding Adults Board and supported them in their aim to promote awareness of mate crime.

“Our mate crime film was presented at the Royal College of Medicine Conference in November 2017 and has been viewed over 1000 times”



As the local system transformation plans continue to gather pace, people on the Isle of Wight will be faced by many changes to health and social care services so one of our key priorities this year will be to further escalate people's voices, ensuring that their concerns are heard and acted upon by commissioners and providers.

We will continue to work closely with partners to offer constructive challenge as a 'critical friend' to ensure that organisations are not complacent, but continually look to learn from the people who use their services.

I hope that this report will demonstrate the difference we have made this year and will show what we can achieve with the help of the people of the Isle of Wight.

Highlights from our year 2017/18

Our Mate Crime film has been viewed over 1,000 times



Our volunteers help us with everything from Enter and View to mystery shopping



We've had 2936 responses to our 4 surveys this year



Our reports have tackled issues ranging from discharge from hospital to registering with a GP



healthwatch
Network awards

Winner 2017



We won two awards at the Healthwatch England National Conference

We've met hundreds of local people at community events



Who we are



Healthwatch Isle of Wight is an independent consumer champion for health and social care

You need services that work for you, your friends and family. That's why we want you to share your experiences of using health and care with us - both good and bad. We use your voice to encourage those who run services to act on what matters to you.

As well as championing your views locally, we also share your views with Healthwatch England who make sure that the government put people at the heart of care nationally.

Health and care that works for you

People want health and social care support that works - helping them to stay well, get the best out of services and manage any conditions they face.

Our purpose

To find out what matters to you and to help make sure your views shape the support you need.

People's views come first - especially those who find it hardest to be heard. We champion what matters to you and work with others to find ideas that work. We are independent and committed to making the biggest difference to you.

Last year, 856 people shared their stories with us.

Meet the team



Chris Orchin
Chairperson



Sara Mousley
Executive Director (Help & Care)



Zoryna O'Donnell
Non Executive Director,
Equality, Diversity &
Community Outreach



Chris Gale
Data & Research Officer



Joanna Smith
Manager

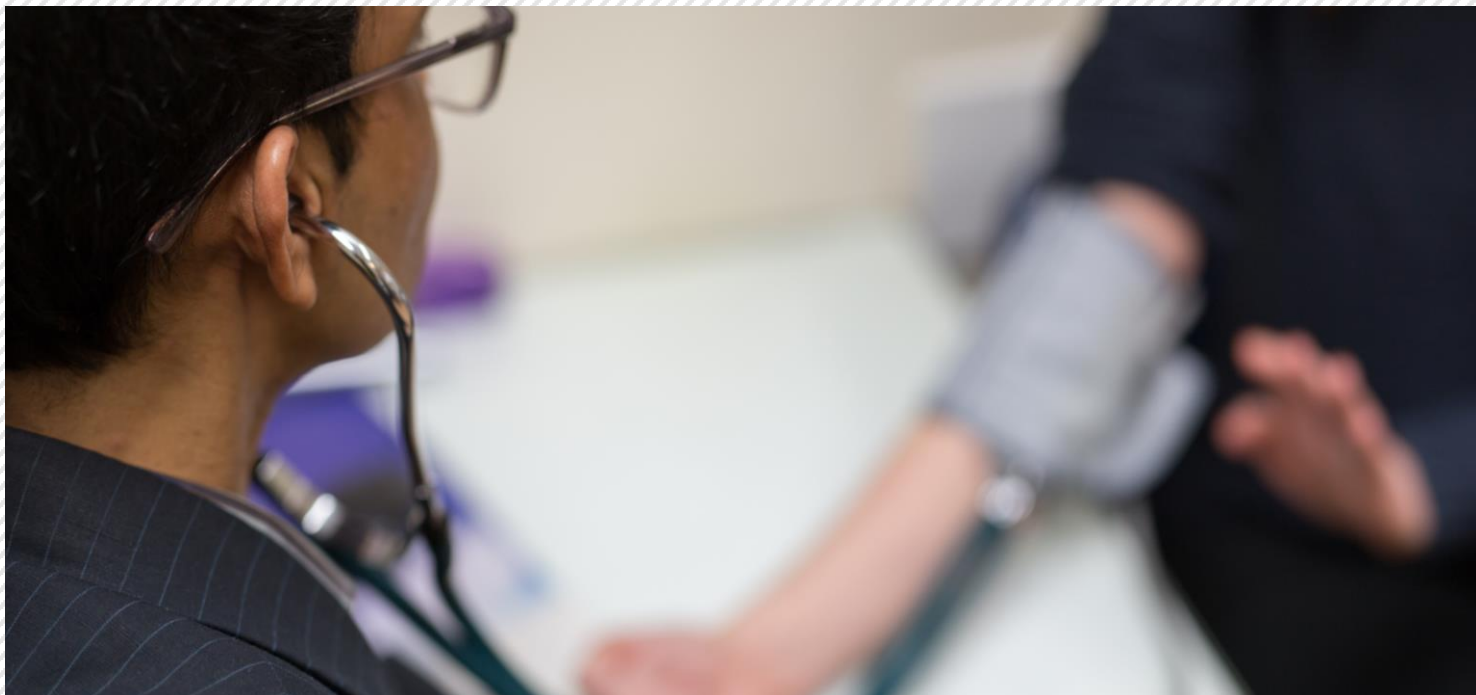


Nikki Stewart
Healthwatch Officer

Other Board members include:
Caryl Morrison, Non Executive Director Governance and Compliance
Eric Hemming, Non Executive Director Finance
Tracy Ringer, Executive Director (Community Action IW)

Your views on health and care





Your views on health and care

Listening to peoples experiences of health and social care services is central to what we do. This is the key to our success and enables us to both challenge and support service providers and commissioners to improve their services both locally and nationally.

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.



Prioritisation Survey

Our annual prioritisation survey has been a hugely successful way of engaging with local people. This year 720 people completed our survey and told us their priorities for health and social care. The top five became our priorities for 2017/18. This ensures that we focus only on those areas that have been highlighted by local people on the Isle of Wight.

Our team has attended some key public events to talk to people about how their experiences can make a difference and this includes:

IOW Volunteer Fayre, Ventnor Botanic Gardens,, IOW Age UK Engagement Day, LSAB (Local Safeguarding Adults Board) Conference, People Matter AGM and Brighstone Christmas Tree Festival

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 and families in our primary care survey and we would particularly like to express our thanks to IOW primary schools who distributed our survey in children's book bags. We are currently speaking to young people about their experience of transition services as we are currently reviewing these.

People over the age of 65

This year we spoke to older people who live in care homes, we took part in the IOW Age UK Engagement day and we gave talks to Brading Yacht Club members, St John's WI and Ryde Amateur Wine Makers group.

People with Dementia

One of our priorities this year which was chosen by the public in our annual prioritisation survey, has been listening to people's experiences of dementia services. Within this work plan, we decided to adopt a different approach to enable us to speak to as many people as we could who either have dementia or are caring for someone with dementia. With the support of our volunteers we did the following:

- + Visited all 7 Alzheimers Cafes on the Island.
- + We visited other dementia groups
- + We held 4 focus groups for people with dementia in different locations on the Island.

"..... was never given a diagnosis, the closest the doctor got to that was saying he "probably" had dementia"

Quote from family member

- + We held 3 focus groups for unpaid carers of people with dementia who shared their experiences with us.
- + We held 3 focus groups in care and nursing homes to hear the experiences of people with dementia.

As well as holding focus groups, we also had individual conversations with people with dementia and their carers and this approach led to people sharing their whole experience from diagnosis to living with the condition.

Our report will be published later this year.

Mental Health Listening Event 2018

In January 2018, we organised a Listening Event at Aspire in Ryde. We invited the IOW NHS Trust Director of Mental Health to come and discuss future plans for mental health services and more importantly, to listen to the experiences of people.



During the course of the event people told us:

- + Waiting times for community mental health services are too long
- + The crisis line is not fit for purpose
- + Unpaid carers want more information and support

"Carers want help and advice about how to manage the situation so they don't make things worse".

"Carer should be involved with the discharge if person is living with them".

The Director of mental health services told us that he has already made improvements to the environment at the IOW NHS Trust. He pledged to provide more support to carers and to provide more support for people in the community rather than within the acute Trust.

Experts by Experience Programme

For several years now, Healthwatch Isle of Wight has championed the cause of improving the quality of care in residential care and nursing homes and ensuring that the voices of people who live in care homes is heard.

Following our work last year, both the IOW Council and the IOW Clinical Commissioning Group, with the support of Healthwatch Isle of Wight have developed a joint Quality Framework, following the recommendation we made in our 'Home From Home' report Oct 2016.

Further to this, the IOW Council provided us with funding this year to set up an 'Experts by Experience' programme.

Healthwatch Isle of Wight provides comprehensive induction, training and mentoring support to 'experts by experience' who are people who have experience of using services or who have cared for someone who has used services.

The experts then accompany the joint IOW Council and IOW Clinical Commissioning Group quality team on their quality visits to Isle of Wight residential care and nursing homes.



The role of the experts by experience is to talk to residents, family members, visitors to the home and staff and to look at the quality of service from the perspective of the people who live there.

Comments and feedback will be gathered and anonymised and a report sent to the registered manager.

This report will then feed into an overarching quality framework which will enable the manager to see at a glance where they are performing well and where improvements are needed.

Support will be offered to the manager to improve their rating within the quality framework



This is a unique opportunity for people who live in care and nursing homes to have their say about the care they receive



Helping you find the answers



Case study – Registering with a GP:

Mr S is over 60 and is homeless. After arriving on the Island, he slept in a tent for some time, until he was asked to leave the area by the landowner. He was supported to find temporary accommodation but had not registered with a GP because he thought that he would not be eligible to do this as he does not have a permanent address.

What we did:

We advised Mr S of his rights to register with a GP despite the fact that he does not have any ID or evidence of a permanent address. We shared our report:

**Healthwatch Isle of Wight
GP Registration and Appointment
Booking Mystery Shopping Report
March 2017**

Enabling Mr S to register with a local GP to access the medication and medical treatment he needed.

Case Study – Accessing Mental Health Services:

Mr K contacted us as he had been having problems accessing the community mental health services he required and wished to make a complaint.

What we did:

We gave Mr K information about local voluntary sector services which offer support and we put him in touch with our partners SEAP, who are supporting him to make a complaint.

Case Study – Accessing Medical records:

Mrs B was having difficulty with a benefits claim and had contacted her local GP practice asking for a copy of her medical records which would be required as evidence. Despite contacting the surgery a number of times, Mrs B had not been able to get a copy of her medical records.

What we did:

We advised Mrs B of her rights of access to her own medical information and we contacted the IOW Clinical Commissioning Group. The matter was swiftly resolved and the Mrs B received a copy of her medical notes.

Case Study – Safeguarding concerns

Relatives of Mrs V contacted us with significant concerns about the quality of care provided in a local residential care home. Some of the concerns were around poor medical care, poor access to food and drink and poor handling of complaints.

What we did:

We escalated the concerns to the Care Quality Commission, the Safeguarding Team and to the IOW Council. The family met with the IOW Council to discuss their concerns and the home received an 'out of hours' visit to check the quality of the care provided to people.



Making a difference together



How your experiences are helping us to change services for the better

Sharing our reports:

- + We complete quarterly feedback reports containing anonymised feedback, which we share with the IOW NHS Trust, GP practices, the IOW Council, the Care Quality Commission, the IOW Clinical Commissioning Group and NHS England. Work plan reports are also shared with Healthwatch England.
- + We take great pains to ensure that all feedback shared with us is anonymised to ensure that people will not be able to be identified as a result of sharing their experience with us.

Working with others:

- + We are members of the Health and Wellbeing Board and regularly attend the Local Safeguarding Adults Board and the Policy and Scrutiny Committee for Adult Social Care and Health, where we present our reports.
- + We work closely with neighbouring Healthwatch and are integral partners of 'Wessex Voices' (a partnership between NHS England and the 5 local Healthwatch in Wessex).
- + We have supported the development of the IOW Learning Disability Strategy and we are proud to support a strategy which has been truly co-produced by people with a learning disability.

Working with the local community:

- + 'Your Voice Counts' feedback forms are available for people to share their stories with us
- + Local radio interviews with Wave 105, Vectis Radio, Isle of Wight Radio and Radio Solent this year.
- + Television interviews with both BBC South Today and Meridian News this year.
- + Newsletters available online or in hard copy
- + Regular attendance at community events such as Hullabaloo, Volunteer Fayres, Wolverton Manor Fayre, Brighstone Christmas Tree Festival etc.

Supporting People to have their say:

- + This year we held a Mental Health Listening Event to support people who use mental health services to have their say.
- + Next year we will have two listening events for parents of children who are waiting for an autism assessment

Escalation:

This year, we escalated concerns about the lack of a children's autism diagnostic service to the Policy and Scrutiny Committee for Children's Services who are now hosting an independent inquiry into the issue.

How your experiences are helping to influence change:

Healthwatch Isle of Wight's predecessor (the Isle of Wight LINK) completed a piece of work around hospital discharge in 2012 and Healthwatch Isle of Wight decided to revisit this work, following concerns raised by care and nursing home managers and from domiciliary care providers in 2017.

Effective discharge can not only reduce the chance of a readmission to hospital, but can make a huge difference to the health and wellbeing of the person concerned. Hospital discharge has been the subject of media attention for several years now and Healthwatch England conducted a special enquiry on the subject in 2015.



Between the 14th May and the 21st June 2017, our authorised representatives contacted 77 residential care homes, 12 nursing homes and 23 care at home providers on the Isle of Wight. The representatives all asked to speak to the

No Place Like Home

A Healthwatch Isle of Wight report on the discharge of patients from hospital Dec 2017

registered manager or, if they were unavailable, to the person in charge. Each person was then asked a number of questions relating to their residents experience of hospital discharge within the previous six months. We felt it important that the focus of the work looked specifically at recent discharges from the IOW NHS Trust to ensure the information we obtained was up to date.

We were able to directly compare the results from the work completed by the Isle of Wight LINK and the results we got from our own survey as we followed the same methodology.

After analysing the results of our work, we found the following:

The IOW NHS Trust, the IOW CCG and the IOW Council have worked tirelessly to reduce delayed transfer of care numbers on the Isle of Wight. We have many reasons to celebrate, with more people being treated with dignity and respect and with more notice being given of discharge. However simply transferring people to a more appropriate environment is not enough. It is essential that all people discharged from hospital are done so in an ordered and safe way and at an appropriate time. There are still vulnerable people who are arriving home in the middle of the night with no support.

What we found

- + The majority of people discharged from hospital were dressed appropriately and with their dignity maintained, however, 13 managers and staff who answered the question felt that this was not the case.
- + Mental health wards were praised for the comprehensive planning and quality of discharges
- + Delays in discharge were mainly attributable to people having to wait for medication from the pharmacy or having to wait for hospital transport to take them home.
- + The vast majority of care providers reported that they send written information in with the person they care for, including information about the person's general care needs, medication and other important information, however, a significant number of people who responded to the survey stated that hospital staff rang them frequently asking questions about the persons care. Several people stated that the information they sent in with the person had been `lost` in hospital.

"Discharge can be rushed and they sometimes want to discharge them before they are medically fit".

Within our report, we made 7 clear recommendation to the IOW NHS Trust and we presented the report to the Policy and Scrutiny Committee for Adult Social Care and Health in January 2018.

What Difference Did We Make?

We received a comprehensive response from the IOW NHS Trust detailing how they will be meeting our recommendations and this includes the implementation of the Red Bag initiative.

This is where people who are admitted to hospital from a care or nursing home will have all their belongings (including medication and necessary information) transferred with them in a red bag. This will go with them into hospital and when they are discharged back to the care or nursing home, all their belongings will be returned with them along with their discharge summary notes and medication.

Empowering Engagement Programme

Healthwatch Isle of Wight is part of the Wessex Voices project, which is a partnership between NHS England and the 5 local Healthwatch in Wessex: Isle of Wight, Hampshire, Portsmouth, Southampton and Dorset. As part of the project, we were delighted to co-deliver the innovative empowering engagement programme on the Island which supported system leaders from the IOW Council, the IOW Clinical Commissioning Group, the IOW NHS Trust and the voluntary sector, to empower change through engagement.

The programme was a huge success and led to the development of an Island-wide public and patient engagement group to continue to promote the importance of engaging with people when planning to change or commission new services.

Imelda Redmond, National Director of Healthwatch England attended the showcase event and said,

“At Healthwatch, we understand that engagement is not just about ticking a box. It should be a continuous conversation with people and is fundamental to all service commissioning and delivery. Healthwatch Isle of Wight are driving forward the benefits of engaging and consultation to help local leaders shape services around people’s needs.”



Feedback from our showcase event was shared with key people

“You can make a difference. Use people’s stories and experiences to highlight how these can influence and make positive changes, in complex systems.”

“Listen to the people”
#yousaidwedid

NICE (National Institute for Health and Care Excellence) Shared Learning Awards 2018.

This year we were successfully selected as a poster presenter for the 2018 Shared Learning Awards

Our work to improve the quality of care in residential care and nursing homes was also featured in NICE tools to support local implementation of NICE guidance and standards.



“Over 75 examples were submitted to NICE’s Shared Learning Collection this year and the standard was extremely high. We found your case study to be particularly impressive and it is one of twenty projects that have been selected to be presented in the Shared Learning poster display area at our conference”.



Quote from Deborah Collis

Associate Director: System Engagement
National Institute for Health and Care Excellence

it starts with
YOU



A Healthwatch report highlighting the experiences of people who visited the Isle of Wight Accident & Emergency department.

Why we did it:

2016/17, the public chose the Accident and Emergency Department as a service they would like us to look in to. After analysing the feedback we had already received about this service, we identified the following themes:

Communication

Discharge

Diagnosis

Patient pathway

People told us that they felt they were being discharged too soon, they were not being given sufficient information about how to manage their condition and communication from some hospital staff was poor.

What we did:

With our volunteers, we developed a questionnaire based on the themes identified from the feedback we had already received.

The Healthwatch team piloted the questionnaire which was then rolled out over a two week period later that month.



Our volunteers conducted face-to-face conversations with 113 people in the A&E department of St Marys hospital.

Follow up telephone calls were made to 53% of people who undertook the initial questionnaire.

During the initial questionnaire, people were asked whether they would be willing to allow Healthwatch Isle of Wight to telephone them in a week or so to ask a few more questions relating to their experience of discharge.

Healthwatch Isle of Wight volunteers telephoned every person that had consented to be contacted and spoke with 60 people.

As with the survey, a set list of questions were asked to ensure consistency and to allow for comparisons to be made. People were given the opportunity to make additional comments should they have wished to do so. Overall staff were highly praised throughout the survey by the majority of people. A few people reported staff being rushed off their feet, hurried, rude and dismissive

It is clear from the survey results that people attending the Accident and Emergency department, although not all experiencing life threatening / serious illness/injury, were not attending inappropriately but through a lack of available alternatives. Examples of people attending after being told to come back for stitches to be removed is a clear example of this.

What did we find:

50 % of people tried another service first



41 % of people tried to remedy the problem themselves



54 people rang NHS 111



14% of people visited A & E in the last month with the same problem



NHS 111 advised 50 people to go to the Accident and Emergency Department



74% of people were not given a clear idea of the likely waiting time



What difference did we make?

It is clear from the survey results that people attending the Accident and Emergency department felt that our recommendations had been taken into consideration.

We made 6 recommendations to the IOW NHS Trust and they made the following changes as a result of our these:

- + The department has updated the display screen to ensure waiting times are displayed and kept updated.
- + A dedicated children's room has been created adjacent to the main waiting room. This room has toys and pens, colouring books and reading books available.
- + The triage room has been relocated, providing more privacy. All staff have been reminded of the need to maintain patients' dignity at all times.
- + By the middle of February, all patients will leave the department with a copy of their discharge summary.

“No advice given on what to do if my condition worsens or where to go.”

“Better facilities needed for children



Registering with a GP: Healthwatch Isle of Wight Report



Why we did it

Local healthwatch within Wessex (Isle of Wight, Hampshire, Dorset, Southampton and Portsmouth), began receiving feedback regarding the process of GP registration. Some local Healthwatch were concerned that people were being refused registration on the grounds that people were unable to provide necessary proof of identification and / or address. A combined project was developed to explore this further to ascertain the extent of this issue.

Each of the 5 local Healthwatch conducted a similar mystery shopping exercise within their own communities.

What we did

All 22 GP surgeries on the Isle of Wight were contacted by telephone by Healthwatch Isle of Wight trained Enter and View volunteers and a script was followed.

What we found

Proof of ID

15 out of the 20 surgeries telephoned requested photo ID.

5 of the 15 requesting photo ID require a discussion with the practice if photo ID is not available.

The remaining 10 would register people if they provided other forms of identification such as birth certificates, bank cards or utility bills. Some of these surgeries required 3 documents in place of photo ID.

Only 1 surgery out of the 20 telephoned did not require ID or proof of address.



Registering with a GP



We also did the following:

In addition to telephoning the GP surgeries a website analysis was undertaken in January 2017 to see what identification requirements for registration were listed on GP surgeries websites.

The sites visited covered all 22 Isle of Wight GP surgeries. 2 Surgeries were not currently accepting patients but an analysis of the registrations process information provided on their website was still undertaken.

What difference did this make?

We presented the report to the Primary Care Operational Group to recommend that all practices have a consistent and non discriminatory approach with regards to registering with a GP, in line with current legislation and guidance.

- 12 out of the 22 surgeries stated on their website that identification / proof of ID is required during registration.
- 7 out of the 22 surgeries specifically stated that photo identification is required during registration.
- The remaining 9 surgeries made no mention of identification or proof of address requirements.

“Thank you for this report and I will be sharing it once published with our staff as it is a very useful reminder that we must be mindful that there is an element of the population that find it very difficult to provide the "proofs" that we say are required to register.”

Quote from practice manager

Our plans for next year



What next?

This year, we looked at the experiences that people have shared with us during the past 12 months to identify the most common themes.

We tested our findings by conducting an annual prioritisation survey to ensure we are getting our priorities right and that they reflect the views of local people.

As well as concentrating on our 5 priorities, we aim to extend our community engagement to reach more of the local community and will soon begin monthly sessions at HMP IOW to gather the experiences of prisoners using health and social care services.

But primarily, we will seek to promote social justice, by ensuring that every voice is heard and taken into account by those who plan, buy and deliver services

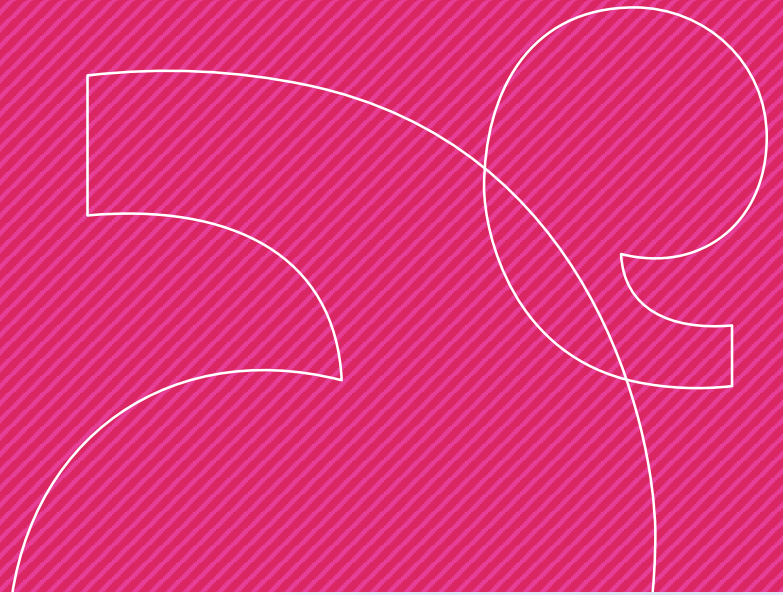
Our Vision is for health and social care services to become better, more person centred, kinder and more compassionate, where every person has access to information to enable them to make decisions about their care. Where organisations and commissioners of services are well led and have cultures that embrace bravery and innovation..

Our top priorities for next year

1. GP/ Primary Care
2. Mental Health Services
3. Children's services
4. Autism
5. Acute Services Redesign



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 and volunteers

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.

At Healthwatch Isle of Wight we have a highly successful 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 events.



Our finances



Healthwatch Isle of Wight is a Community Interest Company.
Company number: 08668833

Healthwatch Isle of Wight is made up of three partners: Help & Care, Community Action IOW and Citizen's Advice IOW.

Our accountants details are as follows:

Westlake Clark
Chartered Accountants
7 Lynwood Court
Priestlands Place
Lymington
Hampshire
SO41 9GA

Income	£
Funding received from local authority to deliver local Healthwatch statutory activities	151,812
Additional income	8,000
Total income	159,812
Expenditure	£
Operational costs	55,479,
Staffing costs	95,523
Office costs	5,000
Total expenditure	156,002
Balance brought forward	3,810



**The views and stories
you share with us are
helping to make care
better for our local
community**

Healthwatch Volunteer



Contact us

Get in touch

Address: Healthwatch Isle of Wight
Riverside Centre
The Quay
Newport
Isle of Wight

Visit us IOW Citizens Advice
Isle Help Advice Hub
7 High St
Newport
PO30 1SS

Phone number: 01983 608608
Email: enquiries@healthwatchisleofwight.co.uk
Website: www.healthwatchisleofwight.co.uk



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[@HealthwatchIW](https://twitter.com/HealthwatchIW)

We will be making this report publicly available on our website by 30 June 2018. We will also be sharing it with Healthwatch England, CQC, NHS England, Clinical Commissioning Group/s, Overview and Scrutiny Committee/s, and the IOW Council.

Healthwatch Isle of Wight uses the Healthwatch Trademark (which covers the logo and Healthwatch brand) when undertaking work on our statutory activities as covered by the licence agreement.



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