

The value of listening

Healthwatch Isle of Wight
Annual Report 2023–2024



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"Over the last year, local Healthwatch have shown what happens when people speak up about their care, and services listen. They are helping the NHS unlock the power of people's views and experiences, especially those facing the most serious health inequalities."

Louise Ansari, Chief Executive at Healthwatch England



Message from our Chair

We make sure every voice counts

During the last year, our island population has shared their experiences of receiving primary and secondary health and social care with us, and we understand from them that the provision and delivery of these services on the Isle of Wight remains challenging.

The statutory bodies that provide health and social care are undergoing a time of change, within financial and staffing constraints, in order to meet people's needs and we have been at the forefront of conversations with them about their proposed developments.

We have represented public opinion on local Health and Social Care Boards. We have ensured that we have been able to provide feedback during the development of the new integrated Community and Mental Health Foundation Trust and the collaboration of the Isle of Wight NHS Trust with Portsmouth Hospitals University NHS Trust.

We hugely value the support of other local Healthwatch on the mainland and work closely with them. We are currently represented at Integrated Care System level and frequently highlight people's experiences, both positive and negative. However, we intend in the coming year to request that we are more able to give the island perspective, from a representative of Healthwatch Isle of Wight, so that the island's unique needs can be better understood.



“As ever, we could not lobby for improvements and support the changes in health and social care provision without the input of the island’s population, and the dedication of Healthwatch Isle of Wight volunteers, staff and Board members.

Thank you for working with us.”

Alison Geddes, Deputy Chair, Healthwatch Isle of Wight



About us

Healthwatch Isle of Wight is your local health and social care champion.

We make sure NHS leaders and decision-makers hear your voice and use your feedback to improve care. We can also help you to find reliable and trustworthy information and advice.

Our vision

A world where we can all get the health and care we need.



Our mission

To make sure people's experiences help make health and care better.



Our values are:

- **Listening** to people and making sure their voices are heard.
- **Including** everyone in the conversation – especially those who don't always have their voice heard.
- **Analysing** different people's experiences to learn how to improve care.
- **Acting** on feedback and driving change.
- **Partnering** with care providers, regulators and the voluntary sector – serving as the Island's independent advocate.



Year in review

Reaching out:

2,701 people

shared their experiences of health and social care services with us, helping to raise awareness of issues and improve care.

3,600 people

came to us for clear advice and information about topics such as mental health and the cost-of-living crisis., this includes those who visited our website.



Making a difference to care:

We published

18 reports

about the improvements people would like to see in health and social care services.

Our most popular report was

Accessible Information Standards Report

which highlighted the struggles people face in accessing information they can understand.



Health and social care that works for you:

We're lucky to have

16

outstanding volunteers who gave up **494 hours** to make care better for our community.

We're funded by our local authority. In 2023 - 24 we received

£153,000

which is the same as the previous year.

We currently employ

3 staff

who help us carry out our work.



Spotlight on Healthwatch Isle of Wight

This year we have been working hard to hear from as many people as possible by using inclusive methods of engagement, sharing information with local people and finding new ways of listening to people's stories.

In 2023/24, we had 22 articles published in the media, covering everything from lack of NHS dentists to the impact of NHS waiting times.

They were published in the following:

- IOW County Press
- On the Wight
- Isle of Wight Radio
- Island Echo



Media Interviews

During the last 12 months, we have conducted 10 radio interviews, with Wave 105 and Greatest Hits Radio and covered topics such as:

- The impact of a charity dental bus on local NHS dental care.
- The impact of NHS waiting times on local people.

We have also conducted one television interview with That's TV.

Social media

1,200 people follow Healthwatch Isle of Wight on Facebook.

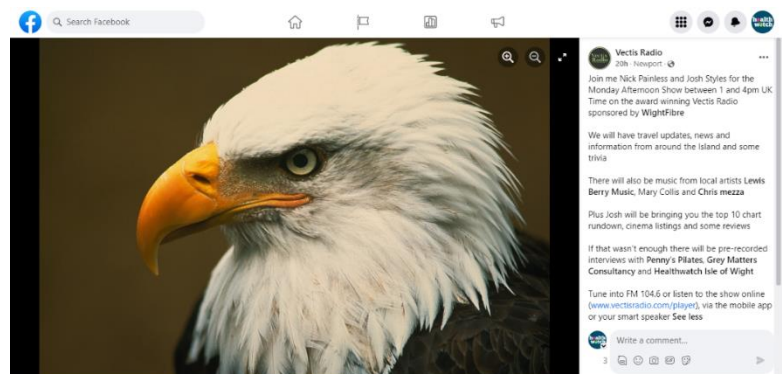
This year we posted 40 times.

Our posts have been shared over 160 times and we have a reach of over 22,300.





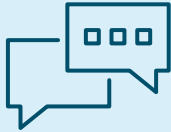

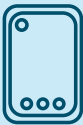

We have had an increase of 131 page likes this year.



4,600 people visited our website and we have had 3,600 new users this year



How we've made a difference this year

Spring	 <p>We asked the IOW NHS Trust to publish their plans for end of life care at St Marys hospital.</p>	 <p>We highlighted the impact that a lack of an out of hours pharmacy was having on local people.</p>
Summer	 <p>We began planning our work around the Accessible Information Standards.</p>	 <p>We attended a national review of NHS Quality Accounts and requested more user-friendly publications.</p>
Autumn	 <p>Our elective care report was highlighted in the Healthwatch England report: 'The Public's Perspective – The State of Health and Social Care'.</p>	 <p>We met with the IOW MP to escalate lack of NHS Dentistry and agreed a plan of action.</p>
Winter	 <p>We completed a review of GP websites and GP practices social media use.</p>	 <p>We highlighted the impact of the soaring cost of living at the IOW Council Policy and Scrutiny Committee for Health and Social Care.</p>

Making your voice count

This year 2701 people

shared their experiences of health and social care services with us, helping to raise awareness of issues and improve care.

What have people been telling us?

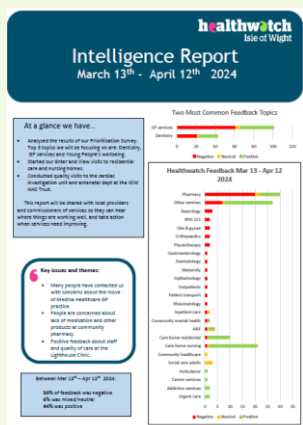


"This is awful, Mum spent 2 weeks there before being moved to palliative care in a home, the staff were fantastic and went above and beyond.."

"People don't all have access to the internet and will struggle without appointment letters."

Topic/service	Concern	What we did
Wellow ward (end of life care ward)	People told us they were worried that Wellow ward had moved and they were concerned it would close.	We visited the ward and highlighted people's concerns to the IOW NHS Trust. We emphasised the value people place on this ward and the staff.
Ophthalmology	People told us the ophthalmology department at the Queen Alexandra hospital, Portsmouth, was no longer providing paper appointment letters.	We escalated these concerns and the IOW NHS Trust contacted PALS (patient advise and liaison service) to request that they provide patients with paper letters.

Monthly Intelligence reports



Every month, we share our intelligence report with the local media, system leaders and voluntary sector partners.

This means that they are quickly alerted to the feedback people have shared with us during the past month. Services and commissioners can then identify early warning signs to indicate that services need improving.

We also highlight when people have positive experiences of health or social care services to celebrate and share good practice.

Your voice heard at a wider level

We collaborate with other Healthwatch to ensure the experiences of people in Hampshire, Portsmouth, Southampton & the Isle of Wight influence decisions made about services at the Hampshire & Isle of Wight Integrated Care System (ICS) level.

This year we've worked with Healthwatch to achieve:



Achievement one: Along with the other local Healthwatch in Hampshire, Portsmouth and Southampton, we are funded by the Hampshire & Isle of Wight Integrated Care Board (ICB) to support their engagement with local people. We are represented on the System Quality Group, Integrated Care partnership, and various Transformation Boards. ICB Directors, the Chief Executive and Chair, have been invited regularly to our quarterly meetings. Patient feedback in the form of statistics, quotes and patient stories are presented to every System Quality Group meeting. Working together we collectively respond to ICB consultations. Through this collaboration, a strong patient and public voice is heard locally and regionally.

Achievement two: Lack of NHS dentistry has been and remains a huge problem. We didn't need to ask what the problem is – people tell us! As a result of this, we worked with the ICB to run a 'Dental Conversation' inviting key people (including local dental providers) to consider how we can improve services locally. From this, a series of working groups has been established and the newly approved dental strategy reflects the concerns raised and solutions proposed. We will continue to work with the ICB on this crucial issue.



Achievement three: We received funding from the National Institute of Health and Care Research (NIHR) to do some work on the Accessible Information Standard. Each of the regional Healthwatch engaged with community groups to hear from those with disabilities and hearing and/or sight loss to learn about their experiences. We found some examples of good practice, but clearly there is a way to go before everyone's needs are met. A report is being produced in a range of formats and the ICB are committed to working with us throughout the next year to implement our recommendations.

Annual prioritisation survey 2024

Healthwatch Isle of Wight plans its work based on the priorities of local people.

Every year we ask people on the Isle of Wight to complete our prioritisation survey, the top three services/topics chosen by the public then become our priorities for the forthcoming year.

This way, we can ensure that we are focusing on the issues that really matter to local people.

What we did:

In February/March 2024: we developed a survey based on the top 18 topics people had contacted us about during the previous year. The survey was available online and hard copies were available in local libraries and community organisations across the Island.

We asked people to choose 3 topics that they would like us to focus on and to explain why they had made these choices.

We analysed the results of the survey to identify our top 3 priorities for the forthcoming year.

We also looked at the comments people had made, explaining why they had made these choices, to determine the focus of each priority we would be working on.

What people told us:

468 people from across the Island completed our survey.

- Access to services: lack of access to GP services, NHS dentistry, social care and mental health services was reported to be a concern for many people.
- Although mental health received the third highest number of votes, when analysing the feedback, it was clear that people want the focus to be on young people. Mental Health, Children's wellbeing and Young people's services have therefore been combined.



"I am unable to register my SEN child with an NHS dentist as there are not enough NHS dentists on the IW."

Prioritisation survey results

Survey results

The top 3 topics chosen by the public are:

1. Dentistry
2. GP Services
3. Mental Health



These topics have become our priorities for 2024/25

Access service	Comment	Number of people who commented	Sub topic
Access: primary care	"Gp services are stretched to capacity, it is difficult to get a routine gp appt."	89	<p>Sub topic</p> <p>Access – 335 people provided comments on the reasons for their chosen topics.</p> <p>The main theme was access to services.</p> <p>Problems in accessing community pharmacies was also mentioned, with particular concerns around the lack of out of hours pharmacy provision</p>
Access: dentistry	"Finding an NHS dentist your chances are slim to zero."	101	
Access: mental health	"working as a youth worker, I can see the massive increase in need for support for young people."	12	

Next steps

- Our priorities have been shared with the IOW Council, IOW NHS Trust, IOW Integrated Care Partnership and Hampshire and Isle of Wight Integrated Care System.
- This report has been published on our website and shared on our Facebook site.
- We will be developing comprehensive workplans for the three project areas..

Quality visits to the IOW NHS Trust

April 1st 2023 – Mar 31st 2024

We regularly support the IOW NHS Trust in their quality visits to all departments of the hospital and their community services.

We speak to people, their families, carers and members of staff and listen to people's experiences of the service. Feedback is then anonymised and shared with the hospital quality team to support their improvement programme.

Our Experts by Experience visited 27 departments of the IOW NHS Trust.



Experts by Experience spoke to 33 members of staff, 16 family members/visitors and 134 patients.



Experts by Experience spent 47 hours speaking to patients, family and staff



Our volunteers spent **47 hours** speaking to patients, family and staff.

What difference did this make

Our feedback has been used to support improvements in the environment, in communication with patients, and in supporting the Trust to understand the experiences of patients, their families and carers.

Following a Quality visit and a recommendation from Healthwatch, the ENT (ear, nose and throat) department repainted their waiting room.

Improving care in residential care and nursing homes

This year we have supported the IOW Council quality team in their visits to care and nursing homes, by providing Experts by Experience for the visits.

Our Experts by Experience visited 11 care homes and 4 nursing homes.



Experts by Experience spoke to 32 members of staff, 14 managers, 17 family members/visitors and 59 people who live at the homes.



Experts by Experience spent over 38 hours speaking to people and observing practice during the year.



45 recommendations for improvements were made

Our Experts by Experience accompany the IOW Council quality team on their visits to care and nursing homes. They speak to people living at the home, their family, friends and visitors and speak to staff about their experiences of working at the home.

They also observe a mealtime, looking at how staff communicate with people, whether people are given a choice of food and are given a choice of where they can eat their meals.

A report of the visit is shared with the home and with the IOW Council contracts team, who can then ensure that our recommendations are met.

What difference did this make

- Care homes have improved the way they collect feedback from people living at the home, their families and friends
- Maintenance and redecoration programmes have improved the environment for people living at the homes.



Listening to your experiences

Services can't make improvements without hearing your views. That's why, over the last year, we have made listening to feedback from all areas of the community a priority. This allows us to understand the full picture, and feed this back to services and help them improve.

Improving access to accessible information

Last year, we worked collaboratively with other local Healthwatch in Hampshire, Portsmouth and Southampton. We focused on hearing from people with information and communication needs within our local communities.



Last autumn, we worked with 14 voluntary and community sector groups that consist of and represent people with communication needs, to coproduce and plan this work. We wanted to hear about people's experiences of accessing information and communicating with health and social care services.

Many people told us they had not heard of the Accessible Information Standards (AIS) and were not aware of their rights under this legislation.



What did you tell us about Accessible Information?

- Many people reported difficulties in using eConsult. The overcomplicated system resulted in people relying on telephone access or using the NHS 111 service.
- People very much appreciated the additional lengths that Solent NHS Trust goes to in making access easier, such as a dedicated telephone line for people with a learning disability and a video describing how to access their service.
- Many people like to receive text or email reminders of appointments as they can refer back to these. Information leaflets are not compatible with text reader systems and some people found they were unable to understand written instructions contained within an NHS appointment letter.

"Solent sexual health services. They make reasonable adjustments."

"Over the years my kids have had to read my cervical screening results to me."

Accessible Information Standard Solutions

People felt it would be helpful for all services to promote the Accessible Information Standards and highlight people's rights in respect of these standards, starting with websites.

Many of the individuals and groups of people we spoke to would be happy to support services to improve the way they meet the AIS, by coproducing leaflets, systems, and processes.

Several people commented that their preferred communication method would be email or audio. Many people that Sight for Wight support lose their sight in later life, (many with macular degeneration), so they find it very difficult to learn braille and they can't read large print either.



What difference did this make?

- This report has been shared with the Hampshire & IOW Integrated Care Board.
- A steering group has been set up with representatives from local Healthwatch, local hospitals, NHS England and the Hampshire & IOW Integrated Care Board. This group will ensure that services improve their implementation of the Accessible Information Standards and follow the new guidance (when published).



Three ways we have made a difference in the community

Throughout our work we gather information about health inequalities by speaking to people whose experiences aren't often heard.

Creating empathy by bringing experiences to life

We spoke to a number of young families who had problems accessing medication for their children due to a lack of an out of hours community pharmacy provision.

We highlighted concerns at local meetings and shared a pharmacy intelligence report with commissioners to highlight how the lack of out of hours pharmacy provision is affecting people.

Funding has now been agreed for out of hours community pharmacy provision on the Island.



Getting services to involve the public

Services need to understand the benefits of involving local people to help improve care for everyone.

Following negative feedback from the public about a particular GP practice, we encouraged the practice to hold a public event where members of the local community could meet practice staff.

We attended the event which was hugely successful, enabling the practice to understand people's concerns and enabling the practice to highlight the pressures they face to local people.



Saving resources and avoiding duplication

We encourage services to avoid duplication and work together

We were asked to feed back on the IOW NHS Trust draft travel leaflet for patients. We are aware that the ICB is also producing a travel leaflet and website for patients, so we contacted both parties to introduce each other and reduce duplication.

There will now be a single ICB travel website and leaflet for patients who need to travel for health appointments. This has included input from the travel companies and ferry operators.



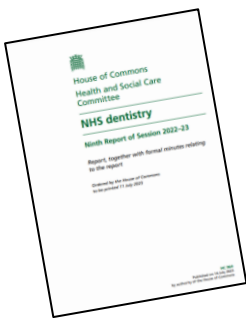
Working for better access to NHS dentistry

Access to NHS dentistry is still a priority for many people living on the Island and we have been working hard to escalate people’s concerns and find local solutions.

In June 2023, we were invited to attend The government Health and Social Care Select Committee as part of their Dentistry Inquiry. We highlighted the particular problems faced by people living on the Isle of Wight and shared people’s anonymised experiences.



- We told MP’s that every person should have access to NHS dental care when they need it.
- We highlighted the need to reform the dental contract to ensure NHS dentists are paid fairly.
- We asked for additional resources for the Island to increase NHS dental provision.



“The Health and Social Care Committee published their report in July 2023 and this report contained 23 recommendations.

What difference will this make?

Following the Health and Social Care Committee review of NHS dentistry, Victoria Atkins, the Minister of State for Health and Social Care, said the government accepted most of the recommendations within the report.

In Feb 2024, the government published their Dental Recovery Plan.

Within this plan, dentists will be offered a ‘bonus’ to take on new NHS patients which – along with other measures in the plan – will create more than 2.5 million additional appointments in the next year. Dentists will also be offered cash incentives to work in areas that are under-served.

Finding solutions to improve access to NHS dentistry

We spoke to dental providers on the Island and believe that they hold the key to finding solutions to the problems that local people have been having in accessing routine and urgent NHS dental care.

Along with the Hampshire & IOW Integrated Care Board and other local Healthwatch in Hampshire, Portsmouth and Southampton, we held a joint regional dental event. We brought together dentists from across the region, representatives from NHS England, the Local Dental Committee, local hospitals, Portsmouth Dental Academy and others, to look for practical solutions to our dentistry problems.

A report was developed, with practical ideas and solutions based on the following:

- Routine access
- Urgent access
- Prevention
- Workforce
- Health inequalities.



Dentistry – The Big Conversation

Initial Report – July 2023



- Following the Dentistry event, three working groups were set up to look at solutions in more detail and to develop an action plan. These were attended by a wide range of organisations which focused on:
 - Access
 - Workforce
 - Inequalities

What difference will this make?

Commissioners have temporarily increased the payment rate (UDA) for Island NHS dentists.

A mobile dental unit is visiting the Island for one week each month to provide NHS dental care to those most in need.

Additional capacity has been commissioned on the Island and flexible commissioning has been introduced to increase capacity within NHS practices.



Hearing from all communities

Over the past year, we have worked hard to make sure we hear from everyone within our local area. We consider it important to reach out to the communities we hear from less frequently to gather their feedback and make sure their voice is heard, and services meet their needs.

This year we have reached different communities by:

- Expanding our engagement to hear from younger people.
- Visiting local food banks and food pantries.
- Completing thematic reports and monthly intelligence reports, highlighting people's concerns.

Increasing our engagement

This year we have been working hard to get out into local communities to speak to people who don't usually have a voice.

We visited the following:

- The IOW Poo Museum exhibition and spoke to people about their experiences of bowel cancer.
- Alzheimer cafes across the Island.
- Barnardos family centres in Ryde, Newport & Sandown.
- Probus society.
- Monkton Arts.
- Age Concern.
- Long term conditions group.
- Warm spaces across the Island and numerous other community settings



Healthwatch news article

This year we were asked to contribute an A4 page article for the University Hospital Southampton NHS Trust newsletter.

We were able to highlight the difference we have made on the Island by sharing people's experiences.



We also had stands at:

- East Cowes Health Roadshow
 - 'Winter is Coming' event
 - West Wight Sports Centre
 - Volunteer Fair, Riverside
 - Riverfest
- and many other community venues

Hearing from people living in residential care and nursing homes

In April this year, we visited 6 residential care and nursing homes as part of our Enter and View programme.

We spoke to the IOW Council and the Hampshire and IOW Integrated Care Board and analysed feedback we received over the past 12 months before we decided to focus on the following themes:

- Quality of care
- Visiting processes
- Food and drink
- Provision of activities

We liaised with the Care Quality Commission to ensure we coordinated our work programmes and did not arrange visits on the same day.

We then contacted each home to say that our Authorised Representatives would be visiting between the 8th and 28th April. A follow-up call with each home was completed two weeks later to give each home manager the opportunity to ask questions or request further information.

Our authorised representatives visited each home at different times and on different days of the week to get an accurate view of people's experiences.

They spoke to people living at the home, their family and visitors to the home, and they spoke to the manager and staff.

They also observed staff at work, and some observed a mealtime.

During our visits, we found some areas of concern and we made 20 recommendations for improvement.

Three of the homes we visited demonstrated good standards of care and we made no recommendations for these homes.

Each home has received their report, and we are waiting for formal responses before publication.





Advice and information

If you feel lost and don't know where to turn, Healthwatch is here for you. In times of worry or stress, we can provide confidential support and free information to help you understand your options and get the help you need. Whether it's finding an NHS dentist, making a complaint or choosing a good care home for a loved one – you can count on us.

This year we've helped people by:

- Providing up-to-date information that people can trust
- Helping people access the services they need
- Helping people access NHS dentistry
- Providing up-to-date information about travel funding

Improving awareness of funding and access to travel

People regularly contact us for help with travel arrangements, particularly if they have to travel to the mainland for health appointments.

“If someone has an operation in Southampton that will leave them unable to drive home, plus not know when they will be discharged, is there any help available to get you back to the Island?”

John* was diagnosed with cancer and needs daily treatment in Portsmouth. He was unable to afford the ferry fare so told his consultant that he is unable to have the treatment advised.

*Name changed

We introduced a new Travel Guide section on our website, giving people up-to-date information about cross Solent travel discounts for people needing to travel for health appointments. We also included details of the Healthcare travel costs scheme and patient transport options:

<https://www.healthwatchisleofwight.co.uk/travel-guide>

Travel guide

Travelling to and from medical appointments, both on and off Island can be stressful and costly. Below are a few schemes available that may be of help.

Ferry Travel:

Red Funnel Healthcare Travel Scheme

Red Funnel's Healthcare Travel Scheme provides discounted **foot passenger** travel to eligible customers who have an NHS medical appointment in Southampton, or on the Isle of Wight.

A special return passenger ferry fare of £11.80 per person is available for the patient and a companion. Where the patient is a child, the discounted fare is available for up to 2 adults travelling with the child. Please note the fare applies to sailings from West Cowes and Southampton T2 after 08:45, although exceptions may be made for earlier appointments.



Patient transport task force.

We are represented on the IOW Patient Transport Task Force group.

We have highlighted people's concerns about the cost of travel and lack of support for people who have accessibility issues.

Cross Solent ferry companies have since reduced their fares for Island residents who need to travel to the mainland for health appointments and are looking at a separate space on the ferry for those people who need to be away from other passengers, (i.e. those travelling home after receiving radiotherapy treatment).

How we have helped people:



John* contacted us as he had not seen a dentist since before covid and he is not able to afford private dentistry. "I have teeth that need to be pulled and a chipped tooth and most days my gums are swollen. I cannot get an NHS dentist on the IOW so I suffer in silence."

He had seen our work highlighting access to dentistry in the local press and wanted us to use his experience in our work. We shared the link to find a local NHS dentist and used this anonymised feedback to highlight issues in local and regional meetings.

Janet* contacted us after experiencing an upsetting incident within the gynaecology department at the IOW NHS Trust. She was extremely anxious about having to go for further treatment.

"I felt even more overwhelmed and I just wanted to walk out, but I knew I had to go through with it, so I forced myself to carry on."

We signposted Janet to SWAN advocacy services and raised the issue with the IOW NHS Trust to ensure improvements could be made.



James* contacted us as he was concerned that a relative was showing signs of cognitive decline/dementia.

We gave him contact details for the IOW Memory Clinic and advised him that the GP should be able to refer the person to this service and should be able to advise on current waiting times.

James responded:

"Many thanks for your response it is very helpful and appreciated."

*Names have been changed.



Volunteering

We're supported by a team of amazing volunteers who are at the heart of what we do. Thanks to their efforts in the community, we're able to understand what is working and what needs improving.

This year our volunteers:

- Visited communities to promote Healthwatch Isle of Wight and what we have to offer.
- Collected experiences and supported their communities to share their views.
- Carried out Enter and View visits to local services to help them improve.
- Carried out a review of GP websites.
- Conducted PLACE (patient led assessments of the care environment) assessments at Mountbatten.



"I became part of Healthwatch Enter and View team about 12 years ago when it was still Link. I have seen many changes in services in that time, some good some not so good. I like to feel I am doing some good as part of the team and am making a small contribution to try and improve standards in health and social care for the population of our lovely Island. So important for Healthwatch to keep working and moving forward to maintain good quality care for all."



Rose



"It is a pleasure and a privilege to volunteer for Healthwatch Isle of Wight. We are well supported and provided with all the relevant and up-to-date training necessary to comply with the legal aspects of the work we undertake on behalf of Healthwatch. With this and the excellent support we get from the paid members of staff we feel confident in carrying out our roles in helping to provide the local population with the best possible services from their health and social care organisations.

The volunteers are from different backgrounds and Healthwatch Isle of Wight acknowledges their varied previous experiences, is respectful of them, and uses these experiences to best support the work of Healthwatch."



Pam

What do our volunteers do

Our volunteers carry out many activities including:

Public engagement

Quality visits

Enter and View visits

PLACE assessments

Report writing

Website audits

Support with surveys

Attending meetings



" I retired from working in Isle of Wight Social Services 12 years ago, having worked for 35 years for three local authorities, including London Boroughs of Islington and Camden.

Following retirement, I decided to use my previous experience in a positive way for me to keep occupied and help support Healthwatch, which involved monitoring social care and health care services.

Positive discussions in Healthwatch meetings, coupled with visits to residential and nursing homes have enabled me to utilise some of my previous experience to hopefully assess the standards of services provided and identify some areas to help improve standards of care. Healthwatch meetings have highlighted the need for health and social care to work closely together.



Maurice



Do you feel inspired?



We are always on the lookout for new volunteers, so please get in touch today.



www.healthwatchisleofwight.co.uk



01983 608608



enquiries@healthwatchisleofwight.co.uk



Finance and future priorities

To help us carry out our work we receive funding from our local authority under the Health and Social Care Act 2012.

Our income and expenditure

Income		Expenditure	
Annual grant from Government	£153,000	Expenditure on pay	£136,966
Additional income	£4,500	Non-pay expenditure	£15,662
		Office and management fees	£20,000
Total income	£157,500	Total expenditure	£172,628

Additional income is broken down by:

- £1,500 received from NIHR (National Institute for Health and Care Research) for joint work with other local Healthwatch on the Accessible Information Standards

ICS funding

Healthwatch across Hampshire and the IOW also receives funding from our Integrated Care System (ICS) to support new areas of collaborative work at this level, including:

Purpose of ICS funding	Amount
Chairing and supporting Solutions Group, Healthwatch collaboration, system representation and Reporting Training Project support	£1,500
Widening representation of the Hampshire & IOW ICB Citizens Panel Promotion to targeted groups Project support	£1,500

Next steps

Over the next year, we will keep reaching out to every part of society, especially people in the most deprived areas, so that those in power hear their views and experiences.

We will also work together with partners and our local Integrated Care System to help develop an NHS culture where, at every level, staff strive to listen and learn from patients to make care better.

Our top three priorities for the next year are:

1. Working with other local Healthwatch to review GP access issues..
2. Raising access issues relating to NHS dentistry and working towards solutions.
3. Working with young people to amplify their voice.

We supported the delivery of patient and public involvement training this year through 'Involving People' (our collaboration with other local Healthwatch). This was delivered to a group of allied health professionals from across Hampshire and the IOW, including several from the IOW NHS Trust. We plan on continuing to deliver this training across the region to ensure all services are putting people at the heart of their services both in the design, implementation, and delivery.



Statutory statements

**Healthwatch Isle of Wight, Riverside, The Quay, Newport IOW.
PO30 2QR.**

**Healthwatch Isle of Wight CIC subcontracts Help & Care and
Community Action IW to provide all Healthwatch services across
the Island.**

**Healthwatch Isle of Wight uses the Healthwatch Trademark when
undertaking our statutory activities as covered by
the licence agreement.**

The way we work

Involvement of volunteers and lay people in our governance and decision-making

Our Healthwatch Board consists of **5** members who work on a voluntary basis to provide direction, oversight and scrutiny of our activities. Our Board ensures that decisions about priority areas of work reflect the concerns and interests of our diverse local community.

Throughout 2023/24, the Board met **8** times and made decisions on matters such as ensuring our priorities reflect people's views and identifying which meetings we should attend for maximum impact.

We always ensure wider public involvement in deciding our work priorities.

Methods and systems used across the year to obtain people's experiences

We use a wide range of approaches to ensure that as many people as possible can provide us with insight into their experience of using services. During 2023/24, we have been available by phone, post (using our Freepost address) and email, provided a web form on our website and through social media, as well as attending meetings of community groups and forums, and having stands at community events.

We ensure that this annual report is made available to as many members of the public and partner organisations as possible. We will publish it on our website and will make sure it is shared with key system leaders and partners.

Responses to recommendations

We had **3** providers who did not respond to requests for information or recommendations. There were no issues or recommendations escalated by us to the Healthwatch England Committee, so no resulting reviews or investigations.

Taking people's experiences to decision-makers

We ensure that people who can make decisions about services hear about the insights and experiences that have been shared with us.

In our local authority area, for example, we take information to the IOW Quality Committee, the IOW Safeguarding Adults Board, the IOW Policy and Scrutiny Committee for Health and Social Care, and the IOW Health and Care Partnership

We also take insight and experiences to decision-makers within Hampshire and the IOW. For example, we share information at the regional Quality Committee, Transformation Boards and Integrated Care Partnership Board.

We also share our data with Healthwatch England to help address health and care issues at a national level.

Enter and view

This year, we made 6 Enter and View visits. We made 20 recommendations or actions as a result of this activity.

Location	Reason for visit	What you did as a result
The Limes residential care home, Bembridge	Planned Enter and View programme to look at quality of care	We wrote a report. The home has agreed to support the development of an additional report looking at 'What makes good quality care.'
Highfield House residential care home, Shanklin	Planned Enter and View programme to look at quality of care.	We wrote a report. The home has agreed to support the development of an additional report looking at 'What makes good quality care.'
Orchard House nursing home, Newport	Planned Enter and View programme to look at quality of care.	We wrote a report of our findings and shared with the home.
Kinloch Tay residential care home, Totland	Planned Enter and View programme to look at quality of care.	We wrote a report with recommendations. We are waiting for a response from the home.
Cherry Trees, residential care home, Cowes	Planned Enter and View programme to look at quality of care.	We wrote a report with recommendations We are waiting for a response from the home.
Autumn House residential care home, Sandown	Planned Enter and View programme to look at quality of care.	Wrote a report with recommendations We are waiting for a response from the home.

Healthwatch representatives

Healthwatch Isle of Wight is represented on the Isle of Wight Health and Wellbeing Board by Gill Kennett, Non-Executive Director.

During 2023/24 our representative has effectively carried out this role by highlighting people's experiences of health and care services. We are represented on the IOW Council Policy & Scrutiny Committee for Health and Social Care by Chris Orchin (chair) and Joanna Smith (manager).

Healthwatch Isle of Wight is represented on the Hampshire & IOW Integrated Care Partnerships by Sue Bickler (4 local Healthwatch coordinator) and the IOW Health and Care Partnership by Joanna Smith. We are represented on the IOW Safeguarding Adults Board by Joanna Smith.


We are also represented on the IOW Quality Committee and the Hampshire & IOW Quality Committee.

healthwatch

Isle of Wight

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