

Intelligence Report

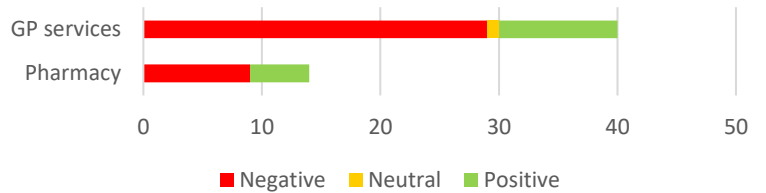
Nov 13th - Dec 12th 2024

Briefly we have...

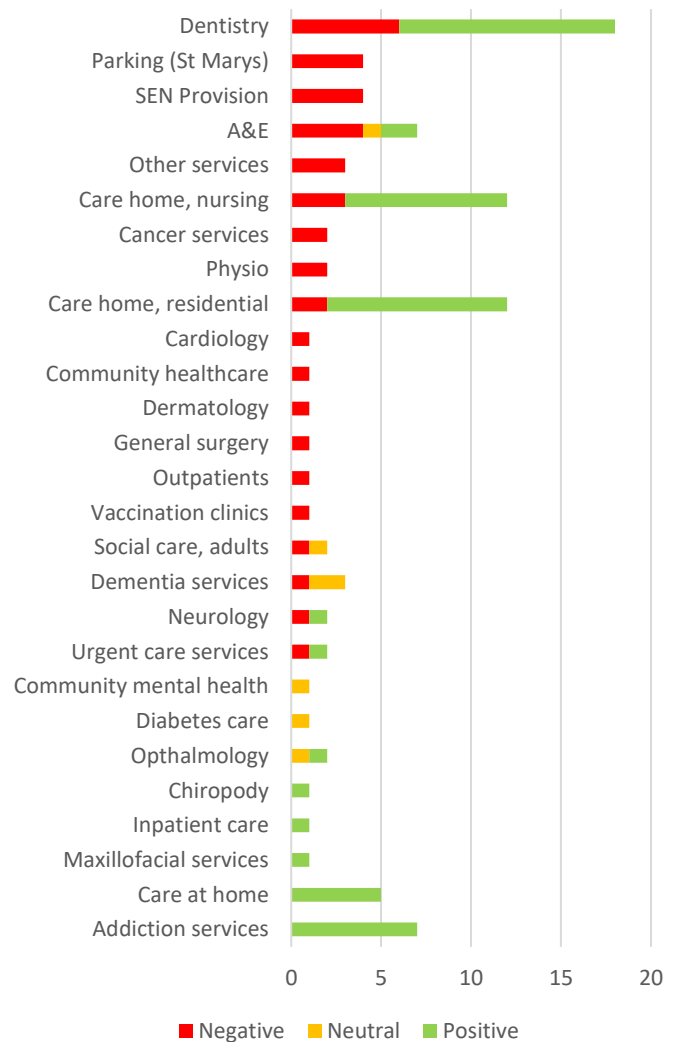
- Met with Penny Dash to support her national review of patient safety bodies.
- Attended the Carers IW Annual Conference and supported the launch of their book.
- Supported a successful Health Roadshow at the Riverside Centre
- Worked in partnership with Haylands Farm to hear what people with a learning disability value in their lives.

This report will be shared with local providers and commissioners of services so they can hear where things are working well, and take action when services need improving.

Two Most Common Feedback Topics



Healthwatch Feedback Nov 13 - Dec 12 2024



Key issues and themes:

6

- People are reporting long waits for an appointment at their GP practice.
- People are struggling to contact some community pharmacies to confirm their opening times.
- Long waits reported in A&E, although positive feedback for staff.

Between Nov 13th – Dec 12th 2024:

51% of feedback was negative
5% was mixed/neutral
44% was positive

Advice and information

We provide a statutory information, advice and signposting service on health and social care, to help people get the information they need from a trusted source.

We have a telephone advice line, strong social media presence and a website. We frequently speak to people in their local communities, working with the voluntary sector to reach those people who are seldom heard. We give people access to trusted national and local information and services.

Where is our insight coming from?

We have a busy community engagement programme and have been attending local events and community hubs. People are also able to share their experiences with us via social media, through partner and voluntary sector organisations, by post, telephone, via our website, face to face, text or email.

We will be launching regular surveys to gather feedback about things that are important to local people. This will include surveys about health and social care priorities and looking at people's experience of health and social care services.

What are we hearing?

"Waited 10 hours in A&E to see a doctor despite going through 111 and it not being that busy. Admitted 14 hours after seeing doctor. On day of discharge waited all morning to see a doctor and 4 hours for medication to be issued after that."

Paul has been referred for heart surgery in Portsmouth but needs help with transport costs. He is also concerned about how he will manage after the operation.

"Getting an appointment with my GP is very difficult, and a face to face one nigh on impossible."

Laura is facing a long wait to be seen by the neurologist, despite struggling to cope with some symptoms.

Individual had an evening appointment at their GP surgery and was prescribed antibiotics. " I knew that it was too late to get the prescription filled that day but expected to get it the following day. 24 hours later, the prescription has still not been signed off."

"Problem with getting an urgent prescription over to (community) pharmacy, although I told them it was urgent. Have now been out of (medication) for 5 days."

Tom has requested cortisone injection in his knee. GP surgery says that he has to wait until there is enough people on the list before they can schedule it in. Tom does not know how long he has to wait, nor how many people are needed before it happens.

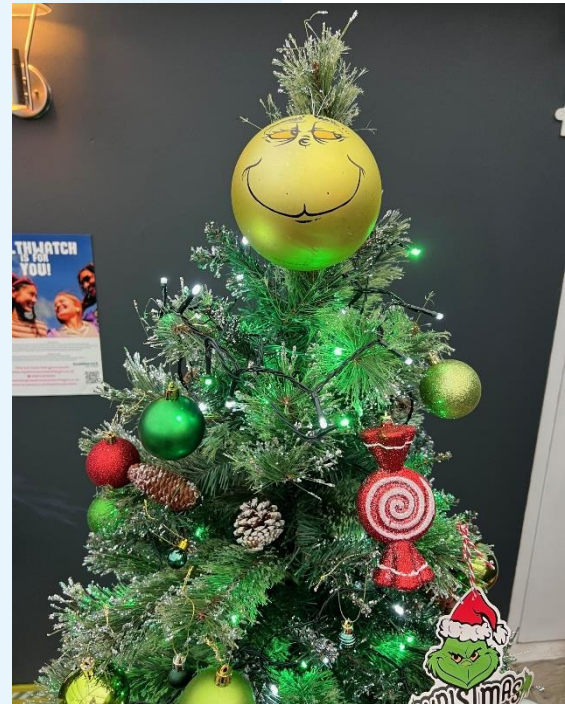
*Names have been changed to protect anonymity.

Positive News Stories

Healthwatch Isle of Wight supports Brighstone Christmas tree Festival

Over 150 trees were displayed at venues across Brighstone, Calbourne and Mottistone and Healthwatch Isle of Wight displayed their Grinch themed tree at Isle of Wight Pearl.

The event attracts around 5,000 people a year and has raised thousands of pounds for charity.



Carers IW publish their first book

In December, Carers IW published their first book which was written, illustrated and published by unpaid carers from the IOW.

Carers IW is a charity, all profits from the sales of the book will go back to helping them support other adult carers of adults on the Isle of Wight.

The book is currently available at [The Brading Roman Villa](#), Carers IW, [The Riverside Centre](#) in Newport and [The Lifeboat](#) pub in East Cowes.

