

Healthwatch Isle of Wight Priorities 2024/25

Survey results



Contents

Contents.....	1
Introduction.....	2
What we did.....	3
Survey results.....	4
The top 3 topics chosen by the public:.....	5
Comments:.....	8
Dentistry comments:.....	9
GP Comments:	10
Children’s wellbeing comments:	11
What have we done this year?	12
Next steps.....	13

Introduction

Healthwatch Isle of Wight is the only local independent consumer champion for health and social care with statutory powers. We were set up to listen to the voice of the community and we work with others to make improvements to health and social care services.

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

- February 2024:
We ran a report on our CRM system to determine which services/topics had received the largest amount of feedback over the previous 12 months.

A survey was then developed based on the 18 services/topics people had contacted us the most about during the previous year.

- February/March 2024:
The survey was launched online. Hard copies of the survey were also available for people to complete and return using our freepost address. The hard copies were distributed in local libraries across the Island and were also available upon request.
- April 2024:
We analysed the results of the survey to identify our top 3 priorities for the forthcoming year. This analysis included looking at the comments people had provided, explaining why they had made these choices and that will help to determine the focus for each of the chosen topics.
- April/May 2024: the comments along with previous experiences people have shared with us will be analysed for each of the 3 priority areas and a specific work plan for each will then be developed.



Survey results

The top 3 topics chosen by the public:

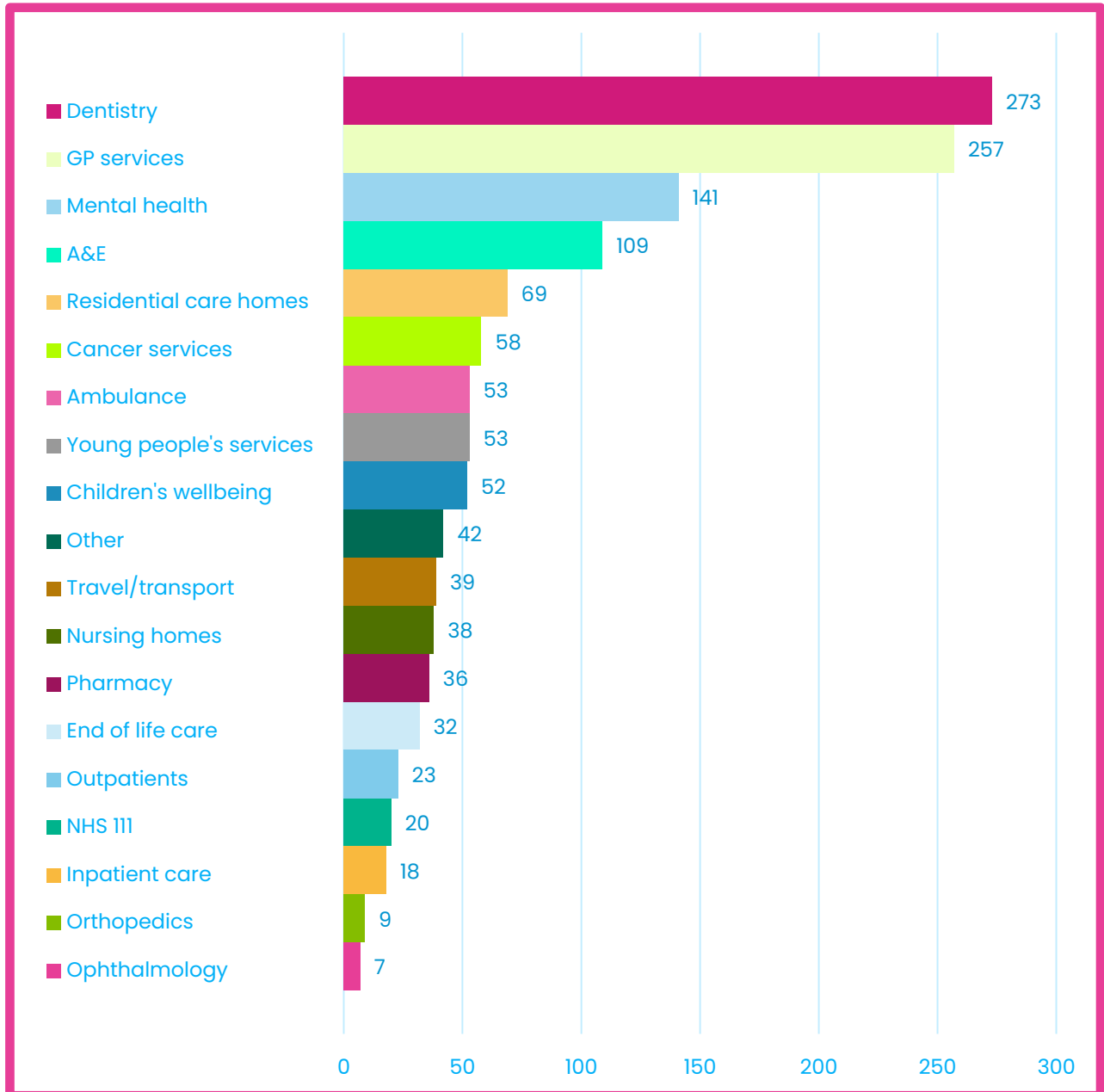


- Dentistry
- GP services
- Childrens wellbeing

These topics have become our priorities for 2024/25.

Although Mental health received the third highest number of votes, when analysing the feedback it is clear that people want the focus to be on Children. Mental Health, Children's wellbeing and Young people's services have therefore been combined.

The graph below shows how many times each topic was chosen:



Thank you to the 468 people who completed our survey.

Other choices:

Answers provided as 'other' survey option:	
NHS Waiting lists	1
Population pressure on services	1
Care at home	6
Safe staffing in urgent medical services	1
Liaison between primary and secondary care	2
Chronic / long term health conditions	2
Learning disability health checks / community health	2
Young women's health	1
Pavements	1
Autism / ADHD services	4
All of them	1
Dementia care	1
Addiction services	1
Hospital IT	1
Closure of Wootton GP Surgery	3
Cardiology	1
CAMHS	1
Housing	1
Specialist appointments at St Marys – oncology	1
Public health	2
Social care	2
Gynaecology	1
SEN	1
Child respite care	1
Help with mainland travel	1
Hospital parking	1
Maternity services	1

Comments:



The survey provided a comments section that allowed people to elaborate on their survey choices if they so wished.

“Improve first point of call services and you may prevent further illness and hospital admissions”

“Current provision is inadequate and does not meet needs”

“Better support for care at home and end of life care – including from GPs”

“Mental health and addiction services are not joined up. Do not meet the Islands needs”

“There is no late night pharmacy”

“Children’s wellbeing, especially SEN is massively underfunded and the kids are struggling “

“Gynaecology has an obscenely long list and they don’t make any effort to reassure you on where you are on the list, you are just in limbo for what feels like forever”

Dentistry comments:

“There is no usable advice for dental appointments. For decades we've been told the importance of regular check-ups, not least as oral cancers can be detected but also as it's preventative. Prevention results in lower costs to the service and better health for the patient. People cannot access NHS dental services even when they have severe pain (let alone for anything else). Private services are complex and expensive.”

“NHS dentistry provision on IW is dire!”

“No NHS dentists”

“IW is dental desert!”

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

“Islanders on a low income are currently having to rely on a charity to get treatment. We not only need more NHS dentists here, but we need a permanent mobile dentist here to serve the many islanders who are housebound.”

“NHS dentists on the IoW are closing or going private with the result that it is impossible for low people on restricted incomes to access dental care. Dental health deteriorates and develops into more serious health problems, thus putting further pressure on already overwhelmed GPs and hospital service”

GP Comments:

"GP services need support to provide enough appointments"

"Seeing a GP face to face is difficult these days"

"GP practices are very overstretched, dangerously so in some cases, resulting in less than satisfactory patient care"

"If it was easier to see a GP there would be less pressure on hospitals"

"Telephone appointments are useless for examinations and it can be difficult to discuss your concerns"

"GP services to allow patients to see a GP sooner rather than later – this treatment given or referrals sent to relevant professionals to speed up recovery times"

"Being able to get a GP appointment easily is so important. Waiting for hours on the phone & trying to get past receptionists causes stress & frustration particularly when feeling unwell. Whenever I attend a GP surgery, there is never anybody waiting. It was always busy before covid"

Children's wellbeing comments:

"Better support in school please"

"CAMHS almost impossible to access"

"No youth clubs for young people"

"Children's wellbeing especially SEN children is massively underfunded & the kids are struggling"

"Mental health especially ADHD & AUTISM services are woefully underfunded. We can no longer rely on the 3rd sector to plug the gap"

"I work with children and see how poverty affects the health and wellbeing of children and young people on the IOW. We have significantly higher admissions to A&E for self-harming amongst young people, the mental health services are not meeting the needs of local children and young people"

"Children missed out on social integration due to covid and I feel there has been no extra support for these children since. Children are suffering and the waiting times for support, diagnosis etc is far too high and can cause further delays in their development"

What have we done this year?

As well as attending many community groups, events, meetings and committees, Healthwatch Isle of Wight have been collecting feedback from members of the public and sharing this in anonymised reports to commissioners and service managers.

Highlights:

- **Dentistry:**
We helped facilitate a joint event in Southampton, inviting dentists from across the Isle of Wight, Portsmouth, Southampton and Hampshire to talk to commissioners about finding solutions. 3 workshops were then held with dental providers, commissioners and local Healthwatch focusing on access, workforce and Health inequalities. These led to commissioners providing a dental bus for the Island (one week each month) and arranging an improved UDA rate for some local dental providers.
- **GP services:**
We have conducted a review of GP websites, using the NHS England audit tool. Results will be shared with commissioners and used to improve them.
- **Accessible Info standard:**
We completed 3 focus groups listening to people's experiences of accessing accessible information. This was joint work with the other local Healthwatch and results will be shared with the Integrated Care System to support improvements across the region.
- **Enter and View visits to 6 residential care and nursing homes** have taken place. These visits were to look at the quality of care, provision of activities, food and drink and visiting protocols.

Next steps

We will be developing workplans for the three project areas.

If you would like to support and/or be involved with any of the following projects:

- Dentistry
- GP services
- Childrens wellbeing

Please get in touch by any of the following methods:



Tel: 01983 608608



Email: enquiries@healthwatchisleofwight.co.uk



Post:

Freepost RTGR-BKRU-KUEL, Healthwatch Isle of Wight, The Riverside Centre, The Quay, Newport, Isle of Wight, PO30 2QR



Facebook: [Facebook.com/HealthwatchIOW](https://www.facebook.com/HealthwatchIOW)



X: @HealthwatchIW



healthwatch

Healthwatch Isle of Wight
Riverside Centre
The Quay
Newport
Isle of Wight
PO30 2QR

www.healthwatchisleofwight.co.uk
t: 01983 608608
e: enquiries@healthwatchisleofwight.co.uk
X @HealthwatchIW
f [Facebook.com/HealthwatchIOW](https://www.facebook.com/HealthwatchIOW)