

Briefing for the IOW Policy and Scrutiny Committee for Health and Social Care

Healthwatch Isle of Wight has been collecting and analysing feedback from people on the Isle of Wight since 2013.

At the start of the Covid19 pandemic, we rapidly realised how essential it would be to ensure that people's voices are heard through this intense period of change.

We developed a campaign asking our voluntary and community sector partners to be our 'Eyes and Ears' to ensure that the people they support are heard.

We then began developing fortnightly intelligence reports which we shared with the IOW NHS Trust, the IOW Council, the IOW CCG, CQC, NHS England and other partners across the region.



Several emerging themes have arisen from the feedback we have received

Key themes:

Pharmacy – initially we were receiving a lot of feedback about pharmacies, with people concerned about long waits at pharmacies (particularly in Ventnor and Sandown). Feedback now suggests that the situation has improved.

Dentists - people shared their experience of being in extreme pain and distress with cracked teeth, abscesses and or infection.

Cancer patients - Concerns over whether to attend screening appointments, scans or radiotherapy were raised. People are concerned with the risks associated with travelling by ferry, particularly when the Red Jet was not running.

Mental health - Many people describe a deterioration in their mental health with an increase in anxiety,

More recently, people are expressing concerns about the following:

Anxiety – after spending long periods of time self-isolating or shielding, people are becoming more anxious about the risks associated with going into the local community.

Waits for treatment – people are expressing concern about the length of time they have had to wait for treatment, leaving many debilitated and in pain. Particularly related to orthopaedics and ophthalmology departments.

Accessing services – there is still some uncertainty about how people access primary and secondary care services. People are not sure if services are open or how these should be accessed.

Digital inclusion - some people have fed back positively on using online health services, with reports of a quicker response from health care professionals. Others feel excluded due to lack of technical awareness, broadband connectivity issues, lack of equipment etc.

B12 injections – a significant number of people have raised concerns about the lack of availability of their routine B12 injections. There appears to be a disparity amongst different GP practices, with different practices offering different levels of support.

Voluntary sector partners are worried about their long term survival, given the demands placed on them due to Covid 19. They are concerned about those people who have not been able to access services, particularly unpaid carers in the community, many of whom have been neglecting their own physical and mental well-being.

It is anticipated that there will be an increase in the need for mental health services both in the short and longer term, across all age ranges.

Intelligence Report

May 31st - June 14th 2020

At a glance we have...

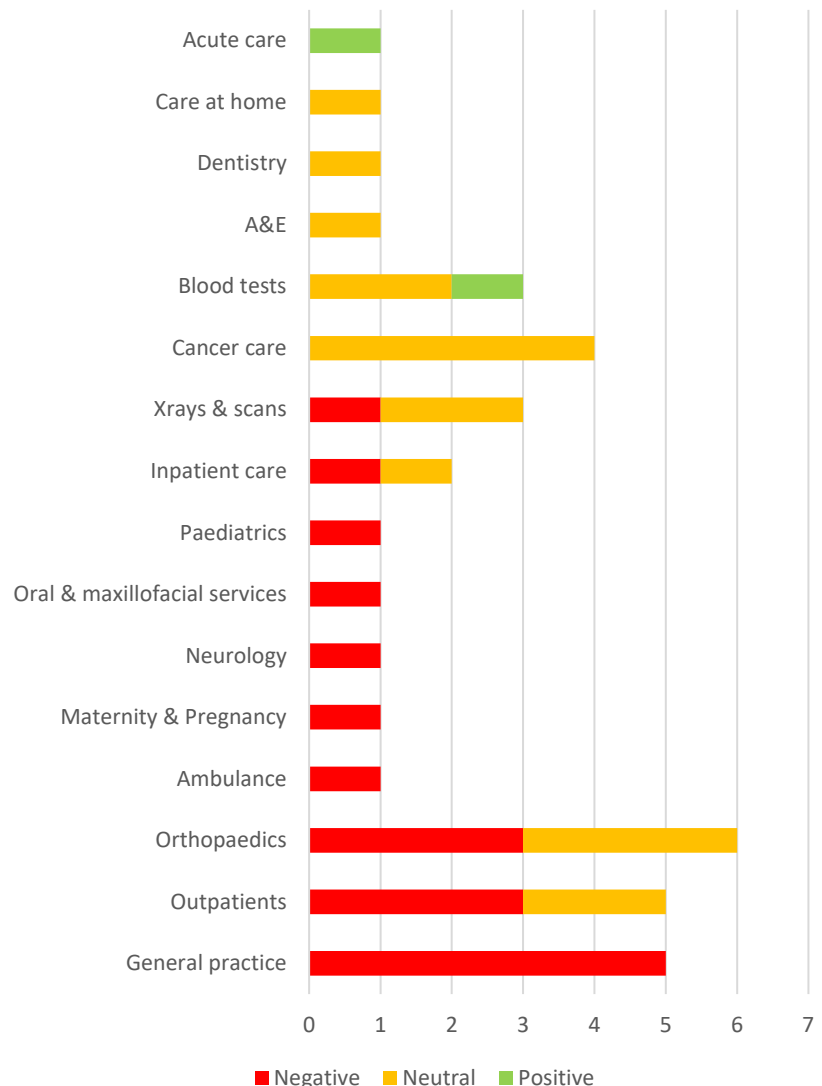
- Shared information about Macmillan Telephone Buddies on social media.
- Liaised with NHS England to share information with the public about how dental services have changed
- We have continued to promote our Hampshire/Isle of Wight Covid-19 survey to Island residents.
- Supported Healthwatch England with recruiting local people to participate in their digital inclusion project.
- Met with CQC Primary care inspectors to discuss joint working on future inspections.

This report will be shared with local providers and commissioners of services so they can hear where things are working well, and help them identify any gaps.

Key issues and themes:

- Additional negative feedback about B12 injections.
- Positive feedback about safety procedures at St Mary's hospital.
- People are concerned about long waits for treatment
- Anxiety about how people will cope with going out again.
- Concerns about how people with hearing problems are being supported in hospital.

Healthwatch Feedback May 31st - June 14th 2020



78% of the feedback we received between May 31st and June 14th is directly related to the effects of Covid-19.
44% of feedback was negative
41% was neutral and
15% was positive

Advice and information

Since the coronavirus outbreak, we have had a greater focus on our information and signposting service, to help people get the information they need from a trusted source.

We have created dedicated coronavirus advice and information pages which include all the latest national and local information. They also include information about local support and community groups.

Where is our insight coming from?

Due to the present circumstances we have had to adopt a flexible approach to engagement and people are able to share their experiences with us via social media, through partner and voluntary sector organisations, by post by telephone, via our website, text or email

We are asking local community and voluntary organisations, including local Covid-19 response groups, to be our eyes and ears so we can understand the experiences of those they support.

We have launched a survey with other local Healthwatch, to enable Hampshire and Isle of Wight residents to give feedback relating to their experiences of accessing health and care information, services and community support during this time.

What are we hearing?

Individual's partner has been having B12 injections at a local GP practice. They contacted her and told her not to come into the surgery for an injection, advising her to buy some online instead. They did not advise what make or dose to purchase. She then began feeling lethargic and unwell. GP surgery advised her to go to the GP surgery for a blood test. She can't understand why she can go in for a blood test but not an injection.

"Really impressed with the minor injuries unit at St Mary's. Was dreading the wait involved when you take a child up to A&E but we were seen quickly and had a wonderful attentive nurse named Sachie. She really put my little girl at ease"

"My relative had a maxillo facial telephone appt on Tuesday but has been told he's got to wait 3-4 months to be seen! He's already been waiting since the end of last year."

"It's an absolutely nightmare I'm waiting to see a specialist for my knee but in the meantime I'm stuck on painkillers till I can see someone who can decide what they can do to actually help."

"I have taken relative in several times for eye injections and another one this afternoon and they are so careful about hygiene and in eye department for check ups won't even let you pass anyone, never feel at risk."

"My mum lives alone. She has no garden only a communal one. She lives in a warden assisted complex so all residents are older people and she's even worried about going anywhere near them. She has been in for 10 weeks. Me and relative bring her shopping. She is petrified of going out, and I'm quite worried where this will end for her."

"Normally go for a regular blood test in Ryde. Does that still exist? Or where should I go?"