

## Annual Report

2018-19

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Isle of Wight

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healthwatch  
Isle of Wight

### The benefits of volunteering with us

- 1. Become involved in making a difference in your local community
- 2. Enjoy the experience of volunteering as part of a friendly team and meeting new people
- 3. Use your experience with healthwatch to seek work in health and social care or other fields of employment or training
- 4. Increase your confidence and gain new skills
- 5. Use your skills and experience to contribute to the success of Healthwatch across the Isle of Wight

healthwatch  
Isle of Wight

### healthwatch is currently looking for volunteers in the following areas:

- Enter and View Panels
- Healthwatchers
- Marketing and Communications and
- Research and Report Writing

Please see the volunteer role description for more information. If you are interested in any of the roles please fill in a registration form and either email it to [enquiries@healthwatch.co.uk](mailto:enquiries@healthwatch.co.uk) or send it to the listed postal address. Many thanks,



Your  
PPG

### WHAT CAN A PPG DO?

By highlighting relevant issues, concerns, feedback, suggestions for services to help with organising and by representing the PPG can help with general health, prevention, and health promotion.

By being a contact between the patient and the practice, a well-run PPG can provide a vital bridge between the two and ensure both parties benefit.

### DO YOU HAVE SOME SPARE TIME TO HELP YOUR LOCAL GP SURGERY?

YOU CAN MAKE A REAL DIFFERENCE!

Your surgery needs YOU! By joining your local PPG, and day to day

healthwatch  
Isle of Wight

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### What do you like about Healthwatch Isle of Wight?

I like that Healthwatch Isle of Wight are engaging with the community and raising awareness of voluntary issues, various projects and are always very welcoming and inclusive. I find it important to have an avenue where people feel they can raise issues, seek advice but on a local well established level where the Manager and team will actually proactively seek to propose positive improvements and put people's interests at the centre.

### Hospital Discharge No Place Like

With your help, we've already helped improve local services.

Last year people told us that waiting for an A&E in the middle of the night was one of the worst things we contacted every registered care worker about their experience.

Our report highlights the need to improve local services.

The CIO has agreed to fund a project to improve local services.

By joining your local PPG, and day to day

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# Message from our Chair

**2018-2019 has been no less challenging than previous ones and for the same fundamental reasons of increasing demand and inadequate resources; physical and financial.**

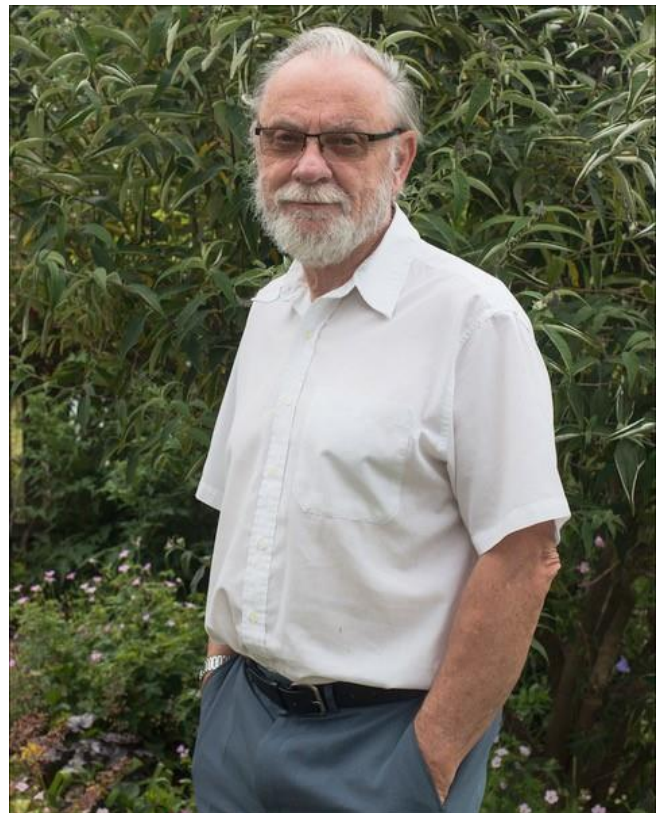
Against this background, Healthwatch Isle of Wight has sought to ensure that the voice of islanders is heard by decision makers in developing services for the future. In this we are working closely with our other Healthwatch partners across the Solent.

At a local level we continue to reflect your personal experiences of health and social care with the service providers. Where your experience is good we endeavour to ensure those involved receive the acknowledgement they deserve. Where improvements are necessary, we work with providers and commissioners to ensure that our recommendations are met and improvements sustained.

To us, listening to people`s experience of services is an essential tool in our work with providers and commissioners, and we are always seeking ways to develop this.

Against this background we were commissioned by the IOW Clinical Commissioning Group last year to undertake a deep study of peoples experiences of General Practice services. Not only did we have a tremendous response but it has led to the revitalising of several practice based Patient Participation Groups.

Healthwatch Isle of Wight cannot operate effectively without the support of its volunteers who undertake an increasingly varied range of activities and enable us to deliver our annual work plan which is based upon concerns identified by Islanders.



*From my perspective I would like to thank both our volunteers and staff for delivering another successful year.*

This year we have been able to cover topics as far ranging as cancer services, inpatient mental health services and cross Solent travel. These reflect the priorities identified by local people and we will continue to ensure people`s voices are heard both now and in the future.

We have had another successful year, with a Highly commended award at the Healthwatch England Conference, emphasising the commitment we have to working with partners

both in the statutory and voluntary sectors. The Isle of Wight is renowned for its beautiful beaches and scenery and is designated as a area of outstanding natural beauty, but it also faces unique problems relating to the `Island Factor`. We will continue to increase awareness of the unique challenges we face and champion inequalities of provision.

Chris Orchin,  
Healthwatch Isle of Wight Chair

## Changes you want to see

Last year we heard from 2158 people who told us about their experience of a number of different areas of health and social care. Here are some examples of the changes that you want to see.



+ Make it easier to see a doctor or nurse quickly



+ Discharge from hospital should be done efficiently and safely



+ Supporting mental wellbeing should be given the same priority as supporting physical health



+ Services should provide information so that people can make informed decisions about their care.

# About us

## Healthwatch is here to make care better

We are the independent champion for people using local health and social care services. We listen to what people like about services and what could be improved. We share their views with those with the power to make change happen. People can also speak to us to find information about health and social care services available locally.

Our sole purpose is to help make care better for people.



Listening to people`s stories of services and recognising and valuing their experiences has never been more important. With the introduction of the NHS Long Term Plan, local services will have to work more closely together to deliver more care within local communities rather than in acute hospitals. There is an expectation that standards will rise, with more people with cancer being diagnosed early on and more use of technology to make sure that people don`t have to travel for appointments if they don`t need to. GP practices will also have to work more closely together and there should be better access to mental health services for both adults and children. With all these changes, it is essential that local people have their say, to ensure that services are fit for purpose and sustainable for the future.

**Joanna Smith**  
Healthwatch Isle of Wight Manager

## Our vision is simple

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.



## Our approach

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



## People are at the heart of everything we do

We play an important role bringing communities and services together. Everything we do is shaped by what people tell us. Our staff and volunteers identify what matters most to people by:

- + Visiting services to see how they work
- + Running surveys and focus groups
- + Going out in the community and working in partnership with other organisations

Our main job is to raise people's concerns with health and care decision-makers so that they can improve support across the Island. The evidence we gather also helps us recommend how policy and practice can change for the better, both locally and nationally.





# Highlights from

# our year





# Highlights from our year 2018/19

We visited 59 care and nursing homes supporting the local Quality Team.



We have 21 volunteers helping to carry out our work. In total they gave up 507 hours of their time.



2158 people shared their health and social care story with us.



Our reports have tackled issues ranging from GP appointments to cross Solent travel



We have had 1733 responses to our 2 surveys this year



We've met hundreds of local people at community events



## Public PPG Event

In September 2018, we held an event in partnership with the IOW Council, the IOW Clinical Commissioning Group and the IOW NHS Trust.

The aim was to promote awareness of Patient Participation Groups and explain how people can get involved.



The event was well attended with lively debate. In addition to the 3 speakers, attendees were invited to form groups to discuss the following topics: Recruitment and Engagement of PPGs, Challenges Faced by PPGs, Future of PPGs.

Comments from the day:

“We need a wider knowledge of what is being done or not being done. The workshop raised the issue of comms being an issue in all areas and activities. The Communication and engagement plans were good but somewhat aspirational. “

“We need an Island-Wide PPG Group or Forum. There is a need for PPGs to be able to exchange views, concerns and ideas in an appropriate arena. This would save everyone reinventing the wheel.”

Following the event the IOW CCG gave the following assurances:

- To promote PPGs and work constructively to help evolve and diversify groups on the Island.
- To be more proactive in supporting the PPGs to ensure they maintain a healthy and constructive relationship with their Practice Manager.
- To engage more directly with the PPGs and ensure an open 2 way line of feedback.
- To look into a database of PPG members and assist if necessary with an island-wide PPG.

*PPG Event, Riverside, Newport*





**How we've made  
a difference**



## Changes made to your community

Find out how sharing your views with your local Healthwatch has led to positive changes to health and social care services on the Isle of Wight. We show when people speak up about what's important, and services listen, care is improved for all.

Take a look at an example of how Healthwatch Isle of Wight and local people have made a difference in their community.

### Substantial quality improvements made following Healthwatch visit

Mental health was chosen by local people as a priority area and one they wanted us to look at in more detail during our prioritisation survey in 2017/18.

To put this in some context, Isle of Wight mental health services were inspected by the Care Quality Commission in Nov/Dec 2016. At that inspection, the IOW NHS Trust was rated 'Inadequate' overall and 'Inadequate' for mental health services. Following that inspection, the CQC served a Section 31 Notice of Decision that imposed conditions on the Trust's registration. This

Required the Trust to take action to address safety concerns at both its community and inpatient mental health services.

A further inspection in early 2018 led to IOW Mental health services being rated as inadequate overall.

Feedback about community mental health services indicated that local people were very dissatisfied, and this was reflected in the poor results of the CQC community mental health services survey in 2018

People told us that inpatient care for people with a mental health condition is not good enough and conditions were not improving. As a result of this, along with our enter and view team, we decided to visit all inpatient mental health wards at the IOW NHS Trust in January 2019.

*IOW NHS Trust (St Mary's Hospital)*



## Services must be good regardless of whether they serve one person, four people or four hundred.

The visits were designed to look at the experiences of people who spend time as inpatients on all local mental health wards either voluntarily or under sections of the Mental Health Act (1983). The focus of the visits would be around the quality of the environment, activities, staff interaction and general observations

One of the first visits was to Shackleton ward which is a 4 bedded ward that cares for people who have specialist mental health dementia needs. This visit took place unannounced. The Director for Mental Health Services at the Isle of Wight NHS Trust along with senior members of staff were made aware that Healthwatch Isle of Wight would undertake visits related to the mental health work

plan and were given a 2 week window but were not informed exactly when, or what the visits would involve.

During the visit to Shackleton ward, we spoke to staff and visitors and patients who were able to speak to us.

Healthwatch authorised enter and view representatives found significant concerns relating to all of the topics of focus, particularly with regards to the environment and to levels of proactive staff interaction. Of particular concern was the level of restrictions placed on people. Toilet and bathroom doors were locked and patients had to request help from staff if they needed to use the toilets. The general décor was bare and unwelcoming and there were no light switches in the bedrooms, meaning that patients were unable to control the lighting once in their own room. Although staff were very welcoming and caring in their approach, there was a lack of understanding of positive risk taking and proactive support methods observed during the visits.



## What we did

Following the visit to Shackleton ward, we contacted the IOW NHS Trust to inform them that due to the serious and significant nature of the concerns we had we would be escalating the issues we discovered to the Care Quality Commission and to NHS England immediately. As a result of the findings contained in the report Healthwatch Isle of Wight have made 5 recommendations to improve the experience of people with dementia on Shackleton ward. A report of the visit was sent to the IOW NHS Trust and they were asked for a response.

## Recommendations:

1. The immediate environment should be enhanced to provide a more homely, welcoming feel, with input from patients and their families/carers.
2. Patients should be able to access toilet facilities at all times.
3. Individualised therapies and therapeutic activities should be provided on a daily basis
4. Light switches should be moved immediately to ensure patients can control the lighting in their bedrooms
5. Staff should implement a proactive approach to supporting people, in order to minimise the risk of patients becoming anxious and agitated.

## IOW NHS Trust response:

“We are grateful to Healthwatch for their Enter and View report about Shackleton ward, and fully agree with the assessment. Shackleton ward is a 4 bedded mental health Dementia ward that cares for people who have specialist mental health needs. The environment was not appropriate for this type of specialist service, and we have therefore worked with staff, carers and partners, including Healthwatch, to develop plans to refurbish the ward and create a dementia-friendly environment. The works began at the beginning of April, and the ward is due to reopen in June 2019. We accept all of the recommendations in the report, and are fully implementing all of them. We look forward to welcoming Healthwatch to carry out a follow up review of Shackleton ward once it is reopened to see the improvements made.”



The enter and view report for Shackleton ward is now available by visiting [www.healthwatchisleofwight.co.uk](http://www.healthwatchisleofwight.co.uk)



“We are pleased to see that the IOW NHS Trust has acted promptly to address the serious concerns we raised and Healthwatch is looking forward to working closely with the Trust to ensure that all recommendations made within the report are met and sustained. Good dementia care should be a right not a privilege and we know that with the appropriate support people can live long and productive lives after a diagnosis of dementia. We are aware that there are over 850,000 people with dementia in the UK with numbers set to rise to over 1 million by 2025. We firmly believe that people with dementia have a fundamental right to be treated with respect and dignity and to feel supported so they can live well with the condition.” – **Joanna Smith Healthwatch Isle of Wight Manager.**

Some of the articles in the press relating to the improvement work to Shackleton Ward can be found here:

<http://iwcp.newsquestdigital.co.uk/news/17662892.locked-toilets-and-bare-unwelcoming-rooms-healthwatch-report-reveals-full-extent-of-dementia-ward-failings/>

<https://onthewight.com/%EF%BB%BFsubstantial-improvements-made-to-mental-health-wards-following-healthwatch-isle-of-wight-visit/>



## Have your say

Share your ideas and experiences and help services hear what works, what doesn't, and what you want from care in the future.

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## Tackling inequalities in dementia care

The Isle of Wight has one of the highest rates of dementia in England, with over 2,700 residents living with the condition. There is a huge and vibrant voluntary and community sector on the Island but we know that there are variations in the quality of service provision.

We wanted to speak to people with dementia about their experience of living with the condition so we visited ten dementia-focused community groups across the Island, including all the Alzheimer Cafés. Following on from this, we held structured discussion sessions for people with dementia and unpaid carers.



These took place in four local venues in Shanklin, Freshwater, Ryde and Newport.

*Three discussion sessions were also held in local care homes*

We felt it essential that people who live in care and nursing homes should be offered the opportunity to share their experiences so three discussion sessions were also held in local care homes, using an adapted version of the materials used for the other discussion sessions. These sessions, concentrated on conversations about people's lives now and in the past, and included experiences of care and NHS services.

Care homes that facilitated the focus groups were given a report of the themes that arose from the discussions along with an analysis of things that people with dementia value in their lives.



People with dementia spoke of positive engagement with families and with their local communities. More could be done, however, in hearing the direct voice of people with dementia and acting on what is being said. Unpaid carers described the intensity of their experience and being too absorbed by daily

tasks to pro-actively ask for help. Navigating the care system was felt to be challenging, even to people with good levels of involvement with local dementia groups. People were not aware of a main person who was responsible for co-ordinating their care.

## Recommendations:

1. A better co-ordinated and proactive approach to post-diagnostic support should be developed across agency boundaries. This would involve a clearly-identified, consistent contact person for each person with dementia and unpaid carer.
2. A more systematic approach to care planning should be adopted, based on existing models of good practice such as Alzheimer Scotland's "8 Pillars of Community Support".
3. Care planning needs to include an individualised approach to minimising risks of crisis, along with a clear, immediate route for communication in the event of a crisis occurring.
4. The diversity and number of dementia support groups and dementia activity groups needs to be promoted, expanded and facilitated through a new development worker post, independent of any existing provider of such groups.
5. An initiative is needed specifically to facilitate people with dementia in coming together to discuss their own experiences and promoting their voice to be listened to in the planning of facilities and support. Models of good practice should be utilised, for example through the U.K. Network of Dementia Voices (DEEP).
6. A systematic approach is needed to gather feedback on current experiences of people with dementia and unpaid carers in hospital. The intention would be to gauge the level of progress in improving experience and to pin-point areas where further improvements may be needed.

### Response from the IOW Clinical Commissioning Group:

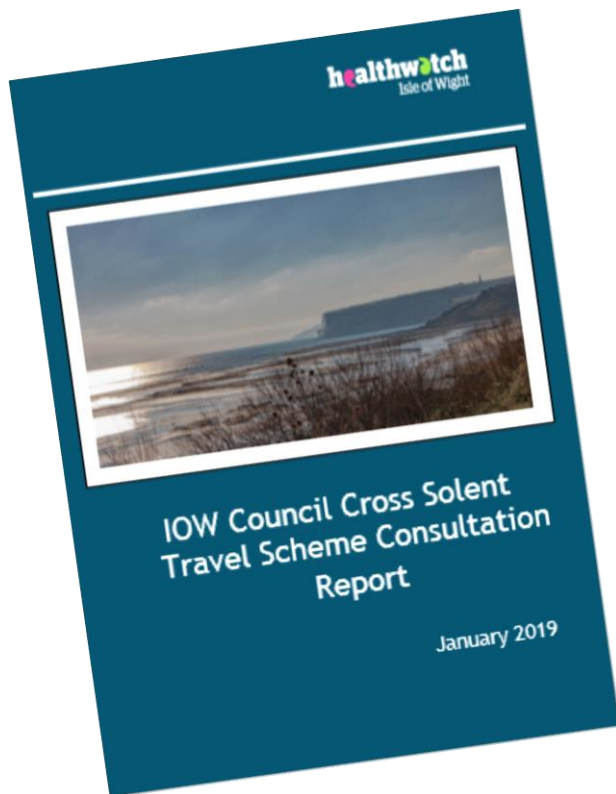
NHS IoW CCG welcomes the HealthWatch report on dementia care for the Island. This reinforces and supports the engagement work already undertaken to inform the Isle of Wight Dementia and Older Person's Mental Health Strategy as part of the wider Mental Health Transformation Programme. Many of the key themes and experiences described in the report align with the priorities already identified and are addressed in the draft action plan.

**Responses from the IOW Council and IOW CCG can be found in full on our website:**

[www.healthwatchisleofwight.co.uk](http://www.healthwatchisleofwight.co.uk)



## IOW Cross Solent Travel Scheme Consultation Report 2019



### Introduction

Since 2006, the Isle of Wight Council has provided £60,000 each year to support people who have to travel for mainland health appointments relating to chemotherapy, radiotherapy and renal dialysis. This is administered by the IOW NHS Trust. In 2018, the Council was considering whether or not it could continue to provide this funding.

### What Happened

As a way of establishing public opinion relating to the future of the scheme, the Isle of Wight Council developed an online survey and this was promoted through the media, social media, community and voluntary sector organisations and could be found on the IOW Council website. Hard copies of the survey were available in the community and were shared by individuals, community and voluntary sector organisations and others.

The survey ran from 12<sup>th</sup> November 2018 to 23<sup>rd</sup> December 2018. 1,863 responses were received. 211 hard copies had been completed and were inputted by Healthwatch Isle of Wight. 1652 surveys were completed via the online link.

The Isle of Wight Council developed the survey and asked Healthwatch Isle of Wight to help distribute the survey, analyse the results and write a report of the findings. The report would then be presented to IOW Cabinet members in March 2019, prior to them making a decision about the future of the funding scheme.



## Cross Solent Travel Scheme Survey Results

### Survey results

Just over half the people who completed the survey had travelled to the mainland for a health appointment within the last 12 months, although most of these were not for chemotherapy, radiotherapy or renal dialysis.

180 people who completed the survey had used the IOW Council funded scheme to reclaim their travel expenses.

People had found out about this scheme by a variety of methods, with most people receiving the information from the IOW NHS Trust. A number of people who completed the survey had not previously been aware of the scheme although they may have been eligible to use it in the past.

### Future of the scheme

The largest number of respondents to question 9 32% (502) said that they would not be able to afford to fund their travel if the scheme were to be discontinued. The most common method that people thought they may have to use to fund future travel was by using savings and then income. 5 people stated that they would use a credit card and this was reinforced in the comments with 3 people having to get into debt to pay for expenses related to their treatment, including travel.

With regards to whether people wanted this scheme to continue, 974 (78%) said that they felt it should continue and 41 people (3%) felt that it should not continue or should not be funded by the IOW Council.

## Feedback from the survey

“I did not complete my radiotherapy as I couldn’t afford it. To end this service will result in some untimely deaths. Possibly even my own.”

“For radiotherapy, this was 30 days of ferry travel and would have cost £600 which is a considerable amount at a very stressful time.”

“Having had a daughter who died of cancer, the financial burden on families who would not normally qualify for benefits.. is crippling, absolutely crippling.”

“I had 26 (sessions of) radiotherapy and chemo and I was very poorly. I know of others who could not cope with the cost and travel. One gave up for this reason.”

“My (relative) had neurosurgery over the summer months which made travel even dearer. We are prisoners on the Island held to ransom with high fares to get off.”

## What happened next:

In March 2019, the Healthwatch Isle of Wight report was presented to IOW Council Cabinet members who unanimously agreed to continue funding the scheme.

## Improvements in Primary Care Services

The IOW Clinical Commissioning Group asked Healthwatch Isle of Wight to carry out a survey and engage with the public to find out what local people want and need regarding primary care. This was in response to guidance produced by NHS England, specifying that GP surgeries would need to increase their appointments and extend access to evening and weekends. The Clinical Commissioning Group wished to find out what local people needed from their GP surgeries.



## Huge response to Healthwatch survey

Over 2000 people responded to the survey, but although many people praised individual doctors and practice staff, there was a significant difference in the availability of appointments at different surgeries. 24% of people said that they have to wait over two weeks for an appointment and 28% of people have contacted 111 because they have been unable to get an appointment at their GP practice.

*“There are almost never any appointments at all, let alone at convenient times”.*

Some GP surgeries only offer `on the day` appointments and many people stated that they cannot ring first thing in the morning due to work, childcare or other commitments

*“It is important to me to be able to arrange appointments to coincide with a relative being in respite care . Certain departments pay scant regard to the difficulties faced by (unpaid) carers in making appointments.”*

When people do manage to ring their surgery later on in the morning, frequently, all the appointments are gone. The vast majority of people said that they would like to see blood testing clinics at their own surgery and there were many comments about the difficulties people face when getting a blood test:

*“Blood Test in Ryde. Waited 3 hours.”*

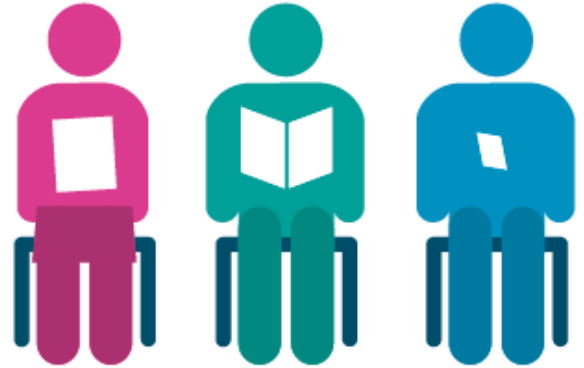
The overwhelming majority of people stated that they would like to be able to access blood testing and treatment for minor injuries within their local surgery. Weekday morning and afternoons were the preferred times for any local clinic.

It is apparent that the online booking system is not being utilised enough or promoted effectively to patients. Only 12% of patients surveyed said that they used the online system. This figure may well be so low due to the increasing number of practices now only offering on the day appointments.

Long waiting times and parking costs were the main concerns raised by people within the comments section of the survey.

Mental Health was a theme that ran throughout the feedback received. Over 50% of people who completed the survey identified themselves with having a mental health condition. Locally accessible Mental Health clinics were suggested as a local need and feedback was given that the provision for mental health care was inadequate and led to patients feeling unsupported.

## WAITING ROOM



## What difference did we make?

The IOW Clinical Commissioning group welcomed our report and are making arrangements to facilitate a `roving` phlebotomist in response to concerns raised around the current blood testing services.

The IOW NHS Trust and IOW Clinical Commissioning Group are developing a new model of community mental health services based more around well being and recovery and this is in partnership with the voluntary sector.

The development of 3 primary care networks on the Island will lead to the recruitment of more health care specialists within GP practices, including pharmacists, mental health professionals and physiotherapists and we will be working with GP practices to ensure they communicate these changes effectively to patients.



## Have your say

Share your ideas and experiences and help services hear what works, what doesn't, and what you want from care in the future.

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## Supporting GP Patient Participation Groups

*Patient Participation Groups are made up of patients from the practice. They support GP practices by advising them of what matters most to patients and help identify solutions to problems.*



For the past 18 months, we have been supporting GP practices to engage more with their patients by assisting in the development of their Patient Participation Groups. We host a quarterly meeting with the independent chairs of the PPG`s to share good practice and identify solutions to issues they face.

### IOW PPG`s have supported GP practices to implement the following improvements following their feedback:

- Bike rack purchased by surgery after feedback about bike users (waiting installation)
- Extra telephonists first thing in the morning for high demand times
- Hand sanitiser by the automated check-in
- Name badges for receptionists
- Direct input/consultation into the new, planned island wide GP websites
- Mirror opposite the entrance of car park (installation tbc)
- Change of welcome message on telephone, after feedback from PPG
- Working with Action on Hearing Loss & Sensory Library

### PPG`s also supported their practices with the following:

- Assisting with Flu Clinics
- Stand at local events to gather feedback and raise awareness
- Regular 'drop-in' sessions in surgery raising awareness to patients of online services/eConsult
- Highlighting public health campaigns such as Cervical Screening Awareness week with posters and stand in the surgery
- Library sessions on the services available at local GP practice
- Newsletter detailing surgery and group news
- Involvement with Care Quality Commission inspection
- Surgery currently looking to reword branch's outside signage to make it clear when they are open
- Hosting Local talks with guest speakers.



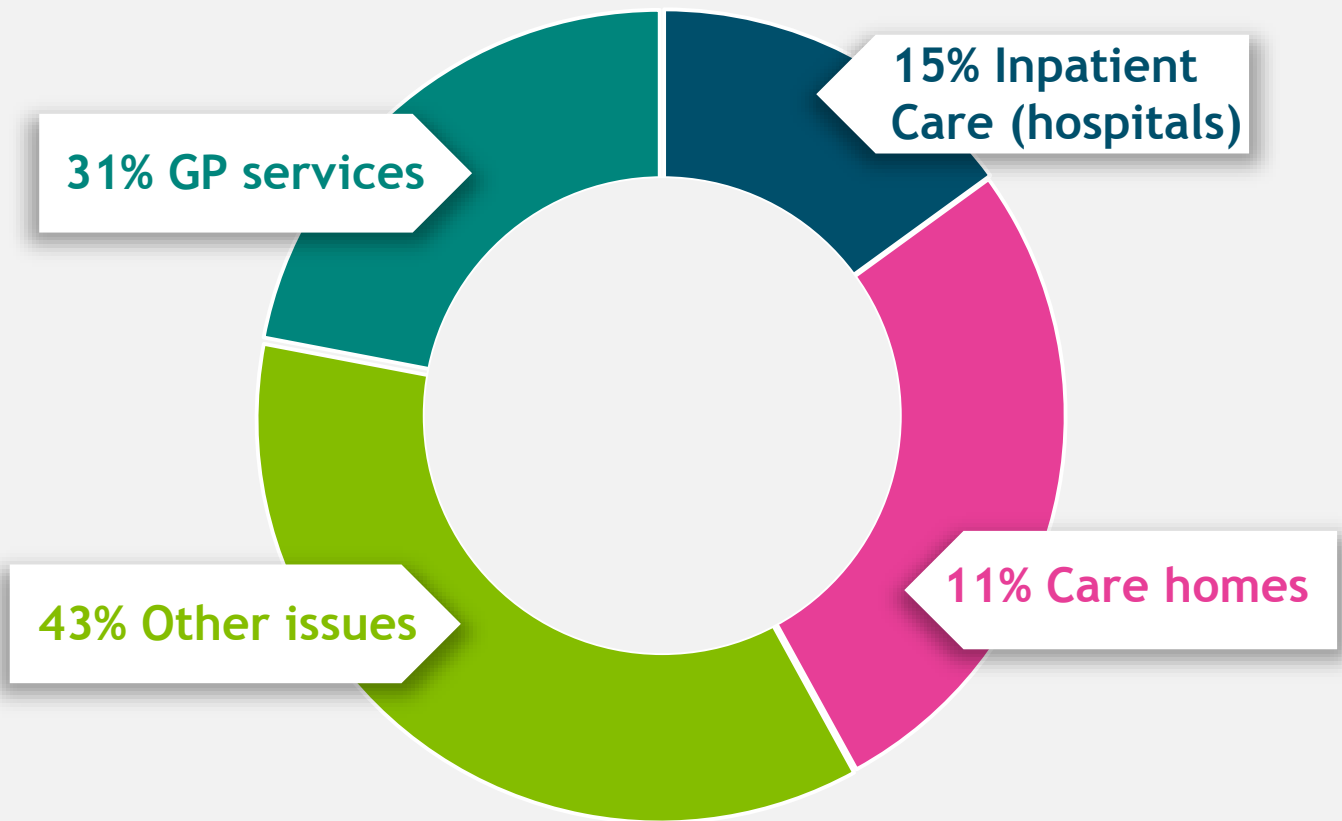
**Helping you find**

**the answers**

## What do people want to know?

People don't always know how to get the information they need to make decisions about their own health and care. Healthwatch plays an important role in providing advice and pointing people in the right direction for the support they need.

Here are the most common things that people ask us:





## How we provide people with advice and information

Finding the right care or support can be worrying and stressful. There are a number of organisations that can provide help, but people don't know where to look. Last year we helped hundreds of people access the advice and information they need.

You can come to us for advice and information in a number of ways including:

- + Specific advice and information on our website
- + Our contact us form
- + At community events
- + Promoting helpful services across our social media channels
- + Over the phone
- + At our walk in centre (Citizens Advice, High Street Newport).



## Changes to GP practices

Many people have contacted us with questions about the development of new Primary Care Networks and how this will affect them. People are worried as they know that it is difficult to recruit GP's and other health care professionals to the Island.

As a result of this, we are creating a user friendly guide to Primary Care Networks and also to the new GP Framework Contract to help people understand how the changes will affect them.

## Access to disabled toilets

Paula uses a wheelchair but her mobility was affected as she was unable to access disabled toilets.

We supported Paula to get a RADAR key which can be used to access disabled toilets across the Island.





## Raising awareness of Hate Crime

We have partnered with Citizens Advice, People Matter IW and IW Scouts to raise awareness of Hate Crime. The Isle of Wight has a higher than average proportion of residents with disabilities and particularly high numbers of people with a learning disability. We know that Hate Crime is under reported on the Island particularly for people with a learning disability. As part of this project, we are delivering training about hate crime and how to report it, focusing on people with a learning disability and their families/carers.

We hope to increase awareness and use of local Hate Crime reporting centres.



## Are you looking for help?

If you have a query about a health and social care service, or need help with where you can go to access further support, get in touch. Don't struggle alone. Healthwatch is here for you.  
[www.healthwatchisleofwight.co.uk](http://www.healthwatchisleofwight.co.uk)  
 t: 01983 608608  
 e: [enquiries@healthwatchisleofwight.co.uk](mailto:enquiries@healthwatchisleofwight.co.uk)





# Our volunteers





## How do our volunteers help us?

At Healthwatch Isle of Wight we couldn't make all of these improvements without the support of our 21 volunteers that work with us to help make care better for their communities.

What our volunteers do:

- + Raise awareness of the work we do in the community
- + Visit services to make sure they're meeting people's needs
- + Support our day to day running e.g. governance
- + Collect people's views and experiences which we use in our reports



## Volunteers give people a voice in care homes

Thanks to our Experts by Experience programme, people in residential care and nursing homes can share their experiences.

Within the last 6 months alone, our experts by experience have visited 8 Nursing homes, 15 care homes and 14 learning disability homes. Our volunteers have spoken to 60 residents, 16 visitors or family members, 61 members of staff and 36 managers.



*The Experts by Experience made 56 recommendations for improvement*

Our volunteers support the joint IOW Council/Clinical Commissioning teams by joining them on quality visits to care and nursing homes. They highlight examples of good practice and identify areas of improvement, based on their conversations with residents, family members and visitors and observations at the home.

**Recommendations covered advice around appropriate staffing levels, provision of activities, redecoration, call bell systems, promoting engagement and gathering feedback from people, enhancing mealtimes, safety of the environment and promotion of dementia friendly environments.**

## Meet our volunteers

We caught up with a couple of our fantastic volunteers to show you how their work truly makes a difference to the lives of people in our area.



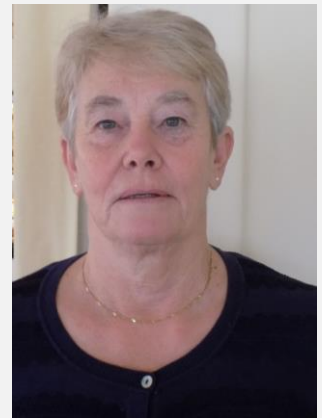
### Maurice

My reasons for volunteering with Healthwatch are:

- 1) I enjoy working with the group in an effort to help improve Health and Social Care services for the IOW community.
- 2) I feel I am able to offer some of my long and varied career experience and knowledge in Health and Social care to Healthwatch.
- 3) I enjoy working in small groups and I find the challenges provide me with some interest and stimulation.

### Pam

Volunteering for Isle of Wight Healthwatch is personally rewarding and the work undertaken by members of the Enter and View team of volunteers in particular is greatly appreciated by the statutory health related organisations on the island. A professional standard of reporting is expected of the volunteers and all the tools necessary to achieve this are always supplied. Training is appropriate, timely and well delivered and volunteers are very well supported in every aspect of their role and are made to feel valued and appreciated by the Board Members and all of the staff.



## Volunteer with us

Are you feeling inspired? We are always on the lookout for more volunteers. If you are interested in volunteering get in touch at [www.healthwatchisleofwight.co.uk](http://www.healthwatchisleofwight.co.uk)

t: 01983 608608

e: [enquiries@healthwatchisleofwight.co.uk](mailto:enquiries@healthwatchisleofwight.co.uk)



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

Healthwatch Volunteer







# Our finances



## How we use our money

To help us carry out our work, we are funded by our local authority. In 2018-19 we spent £147,000 on core activities.

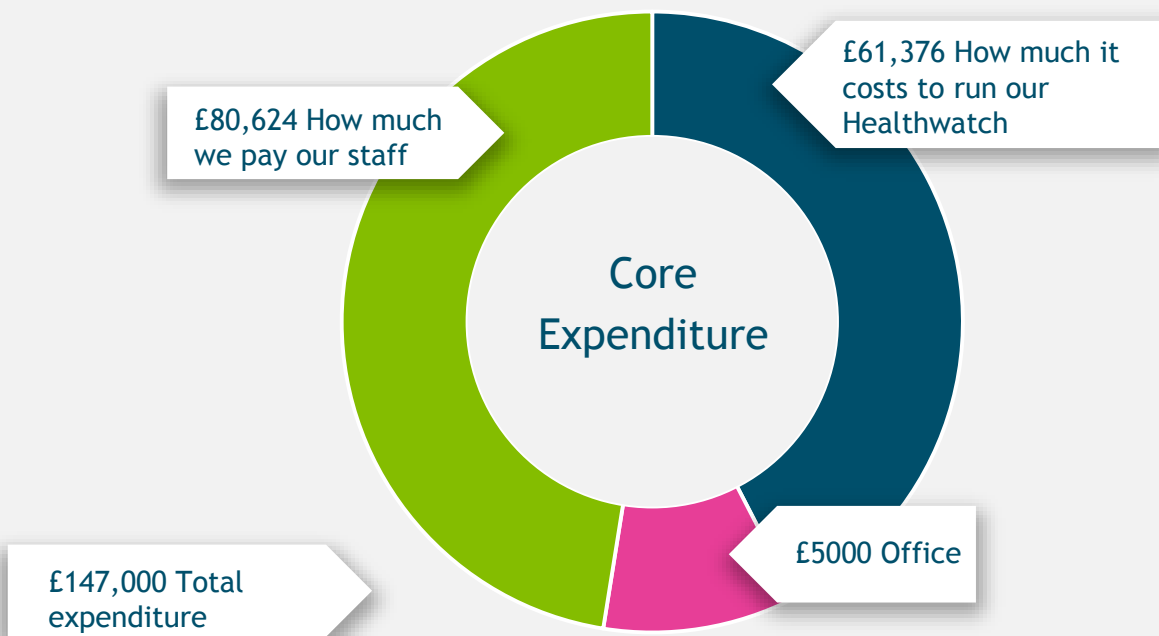
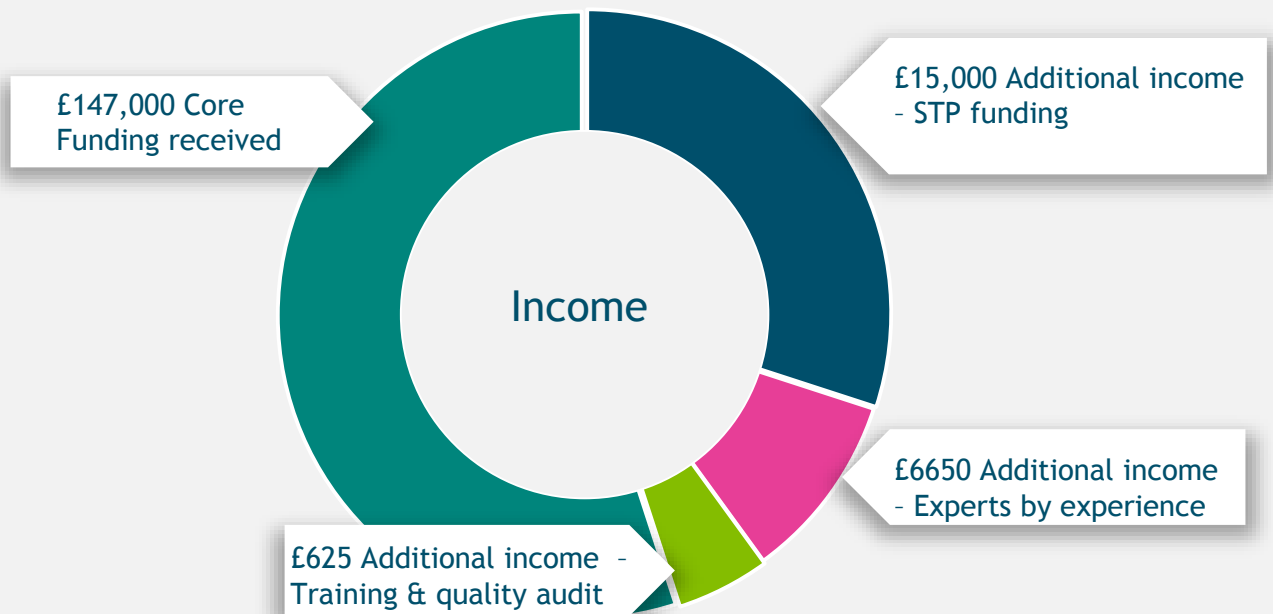
We also received £22,275 of additional income.

### Income:

- + £147,000 funding received from local authority
- + £6,650 Experts by experience programme
- + £15,000 STP funding
- + £625 training and quality audit
- + £169,275 Total income

### Expenditure

- + How much it costs to run Healthwatch
- + How much we pay our staff
- + Our operational costs
- + Total core expenditure





**Our plans for  
next year**



# Message from our Manager

Looking back at the past twelve months, we have worked closely with local people and remain committed to ensuring that people's voices are heard. We will continue to be the `People's Champion`, finding out what local people want and need from their health and social care services.

- + We are immensely proud of our talented and committed volunteers who lead our organisation through the Healthwatch Isle of Wight Board and who support our work through the Enter and View team.
- + We are grateful to the IOW NHS Trust for their speed in making improvements to their specialist dementia ward following our visit in January this year. Together, we have improved the lives of people with dementia and this will be a lasting legacy and testament to the influence of Healthwatch.

## Looking ahead

- + In the next year we plan to continue our work with GP Patient Participation Groups, developing and expanding the meeting of Chairs and ensuring that their feedback is heard by both providers and commissioners.
- + We will be working with young people to establish how they feel about mental well being and what things will help them to be resilient in the face of the pressures they are under.
- + We will be looking at people`s journeys through health and social care services, celebrating what is working well and challenging those services that need improving.
- + We will continue to champion the needs of

people with dementia and fully support the development of an Island wide Dementia Strategy with the aim of enabling people to live well with dementia.

I would like to dedicate this report in memory of our much loved Board Member Sara Mousely. A gifted musician who graced our lives with her endless enthusiasm, her unending sense of humour and her remarkable compassion for others.



*Sara Mousely, Executive Director, Help&Care*

**Joanna Smith**  
Healthwatch Isle of Wight Manager

# Thank you

Thank you to everyone that is helping us put people at the heart of health and social care, including:

- + Members of the public who shared their views and experience with us
- + All of our amazing staff and volunteers
- + GP surgeries for their partnership working
- + Mountbatten
- + IOW Council
- + IOW Clinical Commissioning Group
- + IOW Safeguarding Adults Board
- + IOW NHS Trust

The voluntary organisations that have contributed to our work, who are too many to mention, but include:

- |                          |                                    |
|--------------------------|------------------------------------|
| + Carers IW              | + People Matter IW                 |
| + Alzheimer's Cafes      | + Wessex Cancer Trust              |
| + Footprint Trust        | + IOW Patient Participation Groups |
| + Action on Hearing Loss | + Cancer Support Groups            |
| + SEAP                   |                                    |



# Contact us

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**healthwatch**  
Isle of Wight

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