

Your concerns are being addressed



| Community concern | What are we doing about it? |
|---|---|
| <p>Access to GP services, more face-face and GP appointments.</p> | <p>Improving patient communications to ensure people are aware of the access to appointments and helping people understand the variety of practice support available to free up GP time where it is needed most. Recruiting new GPs and to other practice roles to expand support available. New contract for GP IT support services to help practices' patient support.</p> |
| <p>Access to, cost and disparity of NHS Dental services.</p> | <p>NHSE/I will work with Public Health England to produce a commissioning needs assessment for Hampshire & the Isle of Wight to determine where dental activity is required and work with the Local Authority to develop their Joint Strategic Needs Assessment. NHSE/I will also work with local networks and professional groups to ensure practice communication is clearer regarding the patient offer. A national discussion on dental system reform is ongoing and this will help with the retention of the dental workforce which continues to create capacity issues.</p> |
| <p>Better access, coordination and support within suicide prevention and support services and tackling media intrusion.</p> | <p>Continuing to work together as The Suicide Prevention Partnership and Mental Health alliance to provide a wide range of help and resources and where there is 'no wrong door' for people needing support and their families. Aligning Trust community mental health services and primary care networks ensuring there is a more joined up and local offer for people needing support. Developing a 'Help is at Hand Island version of this national booklet to ensure people have information about local services available to them. Training, guidance and advice being discussed for the media and other organisations about responsible ways to report on potential suicide cases and providing joined up media responses. Dedicated website with extensive information regarding support and services. Suicide Prevention training and work with agencies likely to be able to support those at highest risk.</p> |

Your concerns are being addressed



| Community concern | What are we doing about it? |
|---|--|
| Support with mainland travel for patients (including cancer patients). | The Cross-Solent Travel Support Scheme is in operation and all operators offer discounts for travel to appointments. The Island's Transport Infrastructure Taskforce continues to review transport issues including off-Island travel. |
| Better access to adult social care and informal support, improved capacity. | Locality teams' structure reorganised to streamline access and care pathways. Improved internal communications between departments to ensure all cases waiting for care and support to be sourced are regularly reviewed and interventions implemented where needed. |
| More support for children and young people's mental health. | New ADHD service launched on the IW (Sept 2021). New online counselling service for young people launched (May 21). PEACH (Partnership for Education, Attainment and Children's health has restarted to work closely with schools to support mental health and wellbeing. Roll out of mental health support teams across Island schools through a Trust, Barnardo's and IW Youth Trust partnership to provide early interventions. |
| Better communication, values and behaviours from staff to patients/service users and relatives. | Customer service training and enhanced Communication skills training for staff, new patient experience strategy to co-design quality improvements with patients and families following feedback. Recruitment of Patient Liaison volunteers. Review of complaints Handling policy and processes. |
| Increased support from Children's services and better communication. | Implementation plan being developed to ensure delivery of service improvements. |
| Adult mental health support including more 1:1 support. | Peer support workers are being recruited and will work at a local level through Primary Care Networks. The Mental Health Alliance continues to work with a wide range of organisations in the community to improve mental health support. |

Your concerns are being addressed



| Community concern | What are we doing about it? |
|--|---|
| Access to secondary health services, treatment and drugs. | Variety of improvements planned within individual services to improve access and communications. |
| Improved digital skills support and alternative forms of access. | Age UK IW have invested in a Digital Inclusion Officer who can provide 1:1 tech support in people's homes. The charity have also launched Digital Friendly Island and have signed up organisations across the Island to provide digital support with their services as well as alternative forms of access. |