
Isles of Scilly Health and Care Community Survey 2019 Report

Healthwatch Isles of Scilly
February 2020



*The services that we have used have been excellent.
We are indeed very fortunate.
Thank you!*

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All quotes are from survey respondents, used with permission.

About this survey

We sent a copy of our survey to every household on the islands in October 2019.

The survey was laid out in service sections and we asked people to rate a service which they or a member of their household had used in the last two years, and add a comment.

We sent out 965 surveys, and 203 were returned, giving us a response rate of 21%.

Everyone gave ratings in the sections appropriate to them and we had an excellent response to the additional comments boxes and 'Tell us your story' section. There were very few responses to the final section of the survey on 'Your health and well-being'.

All comments were transcribed into service headings, lightly edited, only to remove identifying details.

We wrote a summary of what people had told us and sent the ratings and relevant comments to the provider of the service. They were then given the opportunity to provide a response if they wished.

This report presents ratings for services, summaries of people's comments, our comment on what people told us and the service providers' response, where received.

Overview and conclusions

This survey has enabled us to identify that the majority of people are happy with the health and care services that are provided on the islands. It has been great to be able to share such positive comments with the service providers and for them to know what they are doing is working.

You will see within the results that there were some services that received a high number of ratings and feedback. However, there were services that conclusions were unable to be drawn, due to limited results.

Your voice is very important to us, and where applicable the services have been notified of your concerns. It is great to see that so many of them have responded to the issues that you have raised and are now looking to improve their provision.

The main respondents of the survey were within the ages of 71 to 80. For future surveys we are hoping to engage a wider age range, to give us a broader picture of the community's views.

*Generally medical care on Scilly is much better than on the mainland.
Excellent emergency care, short waiting times for appointments, a dentist that will see you.*

All this in the middle of the sea!

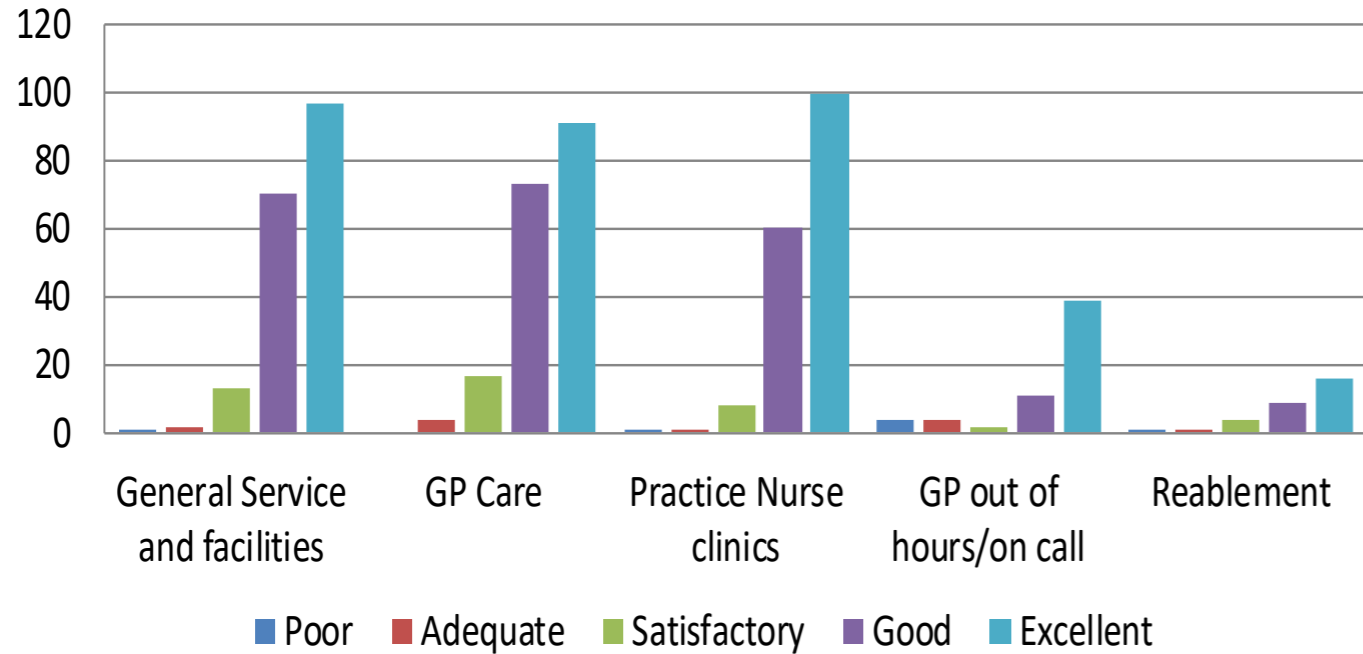
How lucky we are.



Individual service provider results

Health Centre

Most people rated the services at the Health Centre. An overwhelming rating of excellent and good was evident in each category.



49 comments were made about the services provided, of these 42 were positive:

- Most people commented on the excellent service provided by the doctors and nurses and that they genuinely care about the patients and listen to them
- The reception staff are friendly, helpful and efficient
- The facilities are good and accessible
- Always able to get an appointment
- Always called in for flu injections and routine tests

We find that our health service is always professional, helpful and reassuring. Thank you.

There were very few concerns:

- The continuity of care by the same GP, as there has been a regular change of GPs
- That you shouldn't have to fully explain to the receptionist why you want to see a GP
- Home visits are essential

What respondents felt would make a difference:

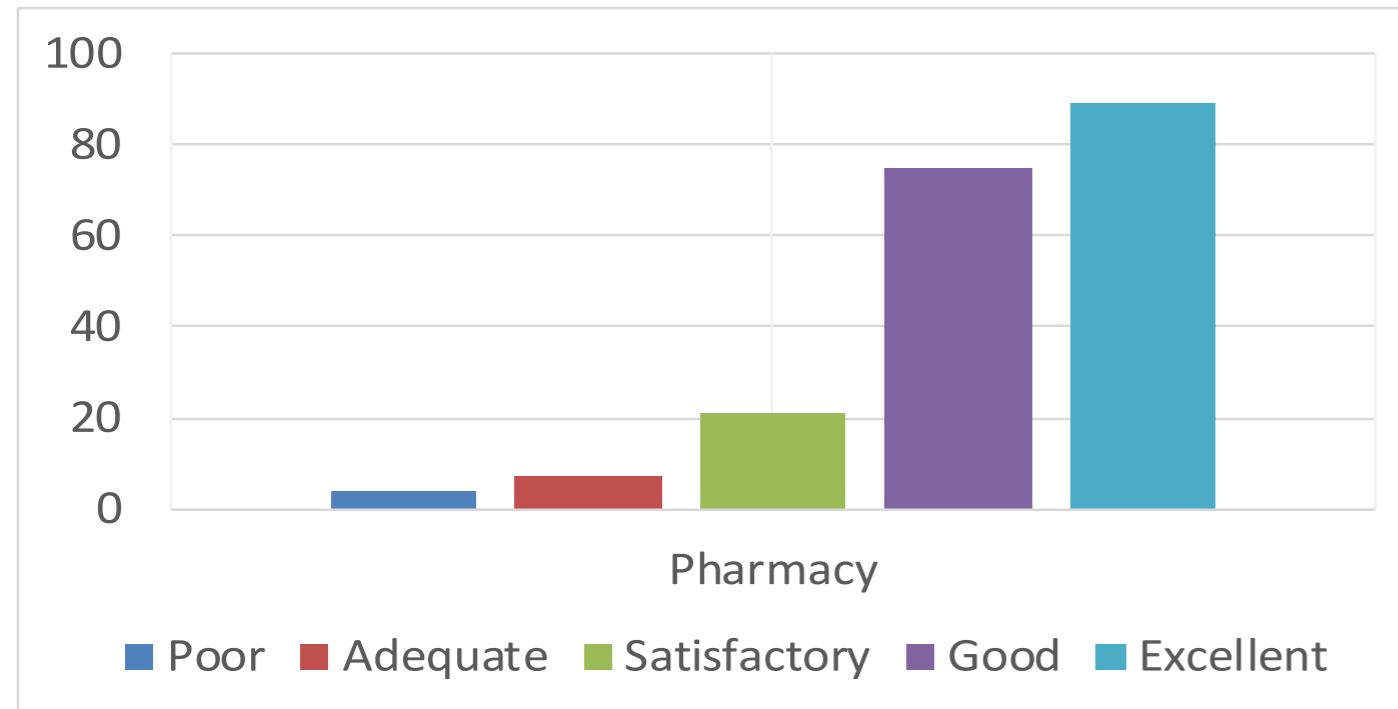
Respondents said they would like to have someone on the islands who was trained to do x-rays, so that a trip to the mainland was not needed. They felt that having more frequent physio and chiropractor appointments was important and that these needed to be on a Thursday. They identified that it would be beneficial to have more frequent health clinics, as it may be a long period of time since they had visited a doctor. Some people said that if there was a video link with their consultant it would save time on travel for routine appointments. Other matters that were identified as making a difference were being able to see the same GP routinely, especially for older people, having follow-up appointments and being able to access home visits.

Healthwatch Comment:

Once again the Health Centre has received excellent feedback. We are currently working closely with relevant service providers to change x-ray and physiotherapy appointments to a Thursday. Progress is being made to enable video consultations to happen for follow-up appointments. The first visual consultation clinic is due to start at the end of February in the speciality of orthopaedics. The plan is to offer virtual consultation in this speciality to IOS patients where clinically appropriate.

Pharmacy

Most people rated the services at the Pharmacy. An overwhelming rating of excellent and good was evident.



58 comments were made about the service provided, of these 39 were positive:

- Most people commented on the excellent service provided by the Pharmacy and that they are always cheerful and friendly
- The pharmacists are very knowledgeable, professional and efficient and give good advice on different medications
- The email system is useful for ordering prescriptions
- The facilities are good and accessible
- Excellent service for repeat medication
- The range of products is excellent

The concerns raised were about:

- The current system that has you wait in the entrance to the surgery, as the policy is for one patient at a time in the dispensary, means that the waiting time can be very lengthy
- Off-islander's prescriptions cannot be ordered over the phone and emails can be unreliable. There have been errors with off-island prescriptions, including a delay in delivery

What respondents felt would make a difference:

There was a variety of areas that would make a difference to community members. These included making sure that the pharmacy has a regular supply of drugs for type 2 diabetes and collecting prescriptions from the receptionists not the pharmacist. People have said that they would like to buy creams/medicines over the telephone via the pharmacy, so that they can be delivered with prescriptions to the off-islands.

Response from the Pharmacy:

Some of the points raised are not possible from a legal perspective e.g. repeat prescriptions being collected from the reception desk, and sending over the counter products to off islands (would need a distance selling pharmacy license to operate this, and we would not be granted one from the regulatory body). GPs are quite happy to take over the counter and pharmacy sales to the off islands on clinic days however, and they are then acting as a representative of the patient in this instance, and the patient can collect from the clinic direct. This is our work around.

Off island deliveries have improved in recent years due to us starting sending prescriptions on a Friday at zero cost to the patients as a gesture of goodwill by the pharmacy. This has improved accessibility for those patients living on the off islands. However, if the surgery have not furnished us with a prescription, then obviously, nothing will be sent. This has been the cause of a few complaints in recent months, but it has come down to the order for the prescription not reaching the surgery in adequate time for them to generate a prescription and forward to us before taking the delivery boxes to the post office (they have to be there for 9am on a Friday, so anything received after about 4.30pm on a Thursday has no chance of making it).

We have tried to ensure that this message has got out to those that need it via our Facebook page, and explaining on a case by case basis if someone expresses dissatisfaction.

We are constantly thinking and working on our waiting times - the layout of the pharmacy means that we cannot afford a patient any privacy without the one in and one out format, and although consultations can be done in our private consultation room, sometimes this is not appropriate if we are discussing products and advising on purchasable options. We will continue to explore other options, but can assure patients that

our average waiting times are far below that of the average mainland pharmacy, despite only having one counter for sales and collections.

We will soon have our pharmacy inspection report (by the legislative body) published, and we will ensure that this is announced for patients to read if they wish the outcome of the inspection, and can let you know also.

We shall keep on, keeping on in the meantime!

Thanks so much for this - it is such a great thing to have done, and will be acted upon this end as much as we can to improve service levels.

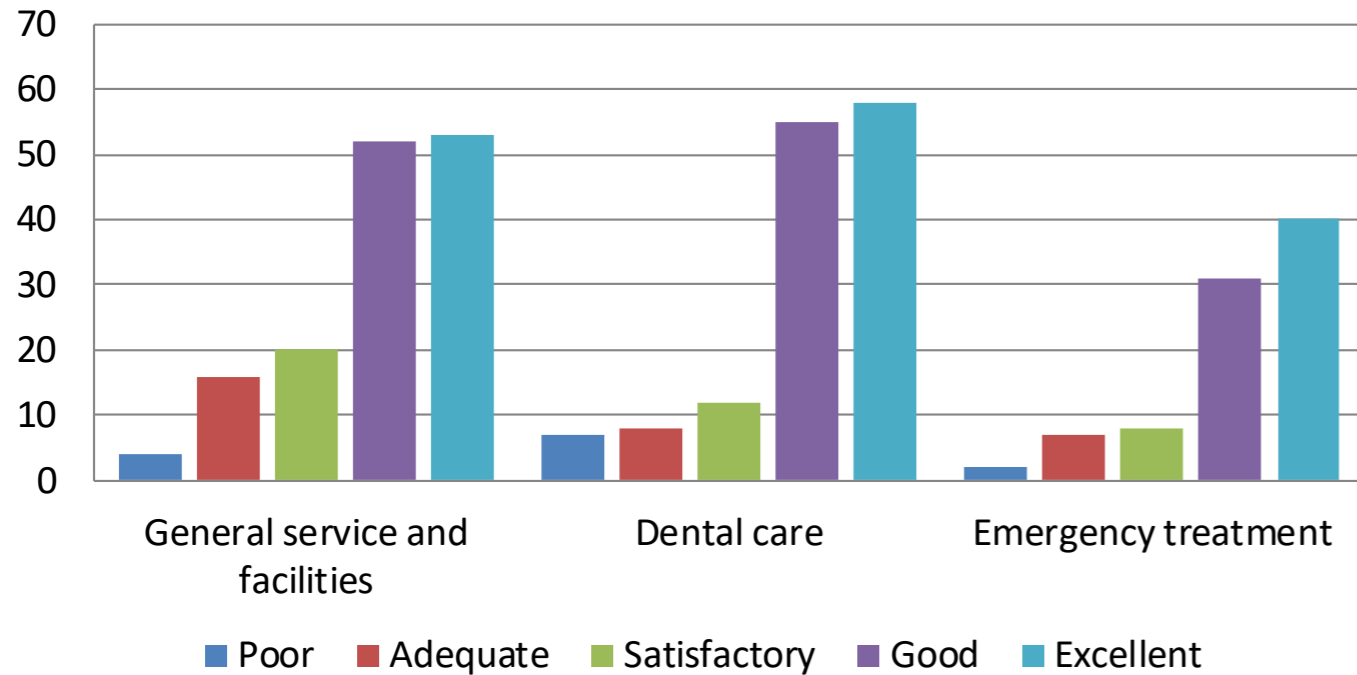
Victoria Birch, Superintendent Pharmacist

Healthwatch comment:

The overall ratings were excellent and good. The community raised a few concerns and these have been addressed by the pharmacy (see above). It is really positive to see that your feedback is being listened to.

Dental Practice

Over 140 people rated the dental practice service. An overwhelming rating of excellent and good was evident.



39 comments were made about the service provided, of these 23 were positive:

- Most people commented on the excellent/very good service
- The dentist is excellent and very thorough, approachable and friendly
- Good care and excellent help and advice
- Text messaging good for reminding about appointment

The concerns raised were about:

- The telephone messaging service
- The difficulty of getting an appointment/ put on a waiting list

Response from Brighter Dental:

We're so pleased that residents on the Isles of Scilly are valuing the dental service provided locally by Brighter Dental, particularly our experienced dentist Gill and dental nurse Ellie, plus other clinical team members who cover from time to time. We acknowledge recent difficulties with the telephone system but are hopeful these have now been resolved – the text messaging facility and dedicated Facebook page are also proving useful for patient communications with the dental team. We were puzzled by comments about waiting lists as we do not have a waiting list for treatment - the practice is generally busy and we are booking 6-8 weeks ahead for check-ups, which isn't unusual. However, we will look into why some patients are noting difficulty in getting an appointment/being put on a waiting list.

Brighter Dental is a Smile Together company, operating as an employee-owned dental social enterprise whereby all profits are reinvested back into front-line services and our community. Thanks to Gill and Ellie we are pleased to be delivering our Brighter Smiles oral health programme on St Mary's now with toothbrushing clubs set up in the nurseries, oral health education delivered in the school and fluoride varnishing applied to protect children's teeth when they attend for their appointments. On the mainland our Smiles at Sea initiative each summer sees us treating Cornish fishermen at the harbour side who rarely get the chance to visit a dentist due to the demands of their work.

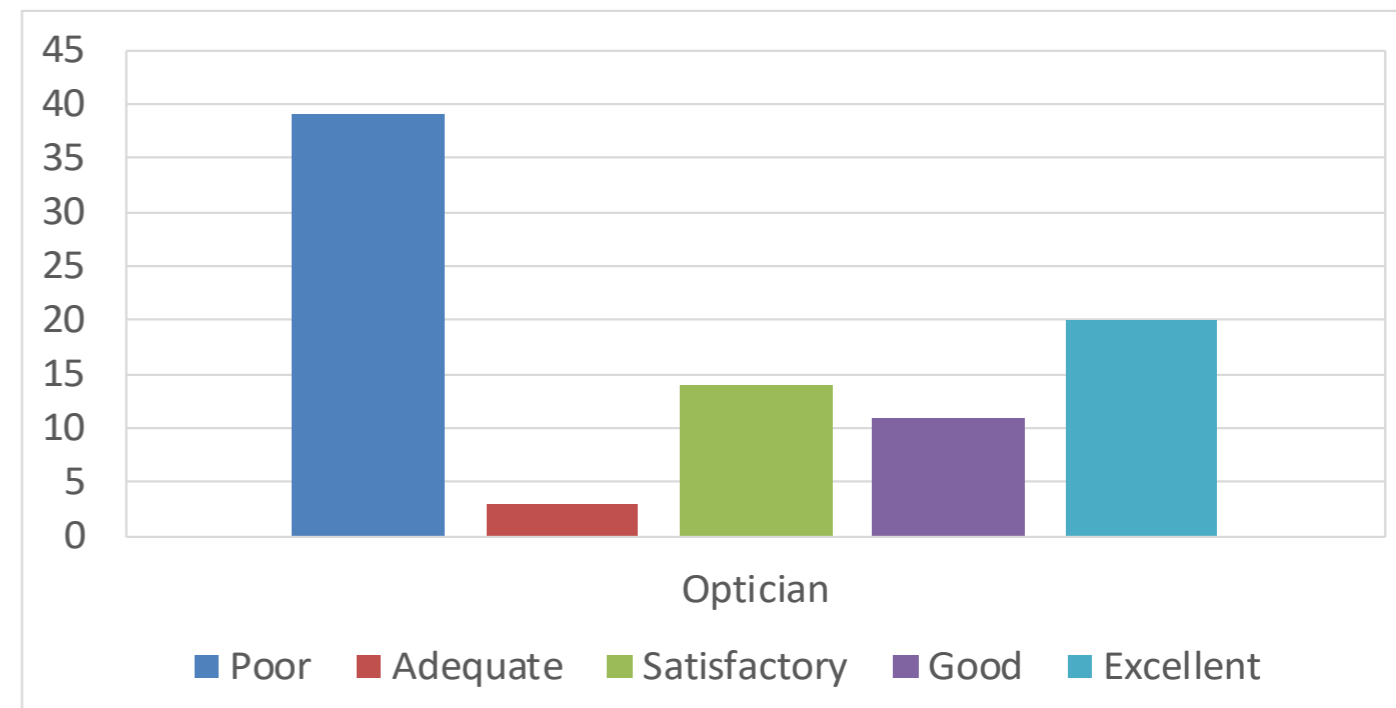
Jonathan Bouwer-Davies, Dental Director

Healthwatch comment:

There has been a significant improvement to this services over the past two years with the majority of ratings now being good or excellent. Having a direct line to the dental practice has clearly made a difference to the ability to make an appointment, however there are still concerns about not being able to speak to someone as they often have to leave a message.

Optician

Over 85 people rated the optician service. There was mixed response with nearly 100% more people rating the service as poor than excellent.



24 comments were made about the service provided, of these 4 were positive:

- Mrs Williams is superb
- The optician comes over regularly
- The service is good
- Eye treatment was sorted when needed

The concerns raised:

- The main issue identified within the 23 comments made was about the length of time waiting to see an optician
- Many islanders did not know a service was available

What respondents felt would make a difference:

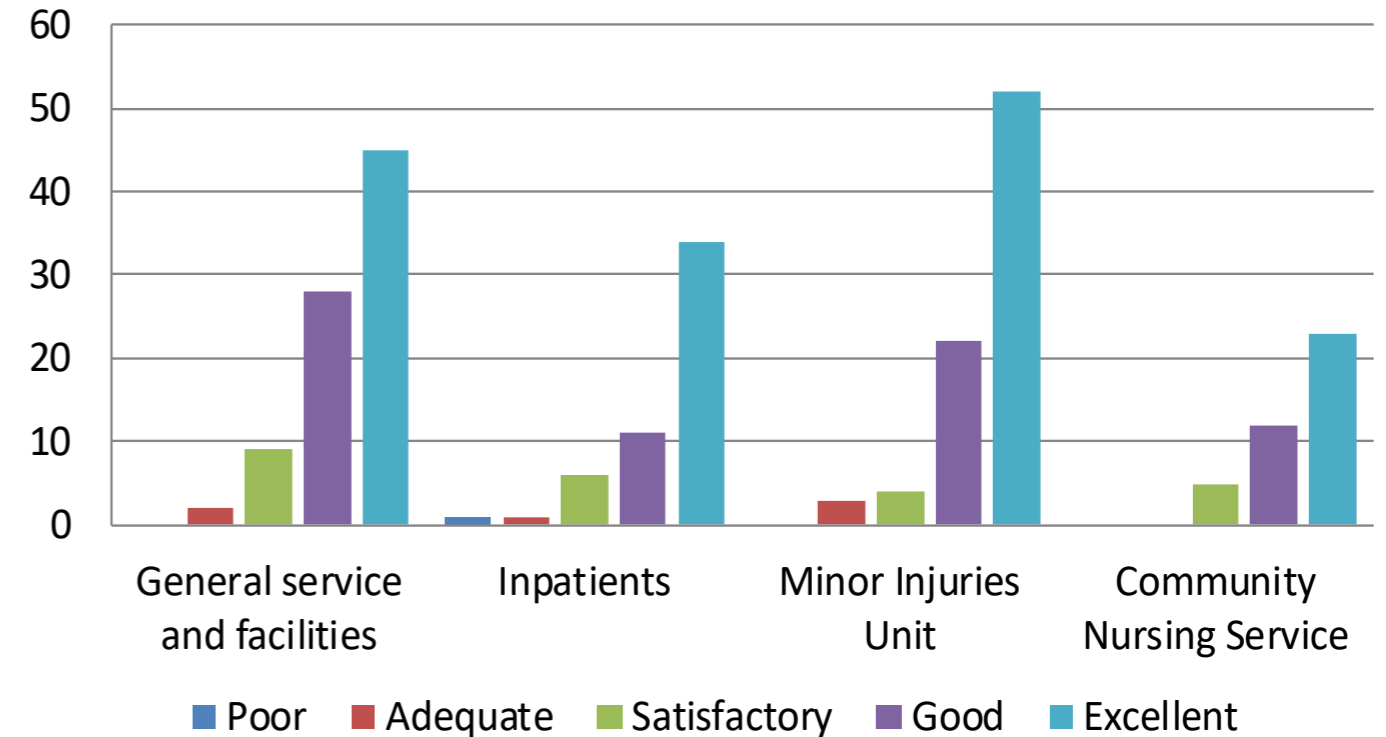
Being able to access regular eye appointments and having eye tests available that are as comprehensive as on the mainland, was identified as the most important issue that would make a difference to the community.

Healthwatch comment:

The overwhelming response was poor. Many members of the community did not know that this service was available; those that did, found that there was a long waiting list and some people have been on it for nearly two years.

St Mary's Hospital

Over 80 people rated St Mary's hospital. An overwhelming rating of excellent and good was evident.



25 comments were made about the service provided, of these 19 were positive:

- Most people commented on the excellent service and care
- The team in the minor injury unit is very professional and friendly
- Inpatient care is excellent, nothing too much trouble for the staff and they are efficient
- The community nursing is very good

The concerns raised were about:

- The amount of waiting time to be seen when there was not another person waiting
- The lack of services on the off-islands
- Outpatient appointments being cancelled

Response to 2019 Community Survey by Ruth Wright

(Hospital Sister):

Thank you for providing the community with the opportunity to reflect on the services provided by Cornwall Partnership NHS Foundation Trust (CFT) within the Isles of Scilly. The survey, along with our monthly Friends and Family feedback, provides CFT and their Isles of Scilly employees an opportunity to gain some understanding of how we interact with our service users.

I appreciate the opportunity to respond to the survey's findings for St Mary's Hospital in-patient and MIU services and the Community Nursing service.

The over-whelming majority of people who responded to the Healthwatch survey said that their experiences of CFT local services were positive which is very good to hear.

A very small number of people who responded to the survey felt less than satisfied with CFT managed services.

St Mary's Hospital and I.O.S community team will continue to work in partnership with other care agencies to ensure we learn from the feedback from this survey and explore ways of improving our services.

Negative comments:

1) "No service on off island" – Presumably this is regarding the Community Nurse Service, but as the Community Nurses regularly visit clients on the other islands it would be good to know more of the context of this comment.

2) "Staff shortages delayed my wife's blood transfusion but so did the weather" – we have had some staff vacancies this year & had to rely on mainland colleagues to support our staffing. Unfortunately not all mainland staff are trained in managing Blood Transfusions so in order to ensure patient safety, it may

have been that we had to delay this for one or two days. Also, if the hospital is particularly busy with "in" patients, we are unable to ensure safe monitoring of patients having a Blood transfusion and the safety of our patients is paramount. We only deliver "non urgent" Blood transfusions at St Mary's Hospital, not emergency transfusions and any possible delays would be discussed with the Doctors to ensure a delay will not compromise a patients well being. However, the weather is out of our control!

3) "Out patient appointments often cancelled due to Consultants not flying over....." This only happens if flying is disrupted due to the weather which as before is out of our control unfortunately! St Mary's Hospital no longer do bookings for Out Patient Clinics – this is done on the mainland and if a time is inconvenient for off island residents they can contact the booking office and request a more suitable time for their appointment.

4) "Had to wait a long time to be seen when was the only patient waiting" – we only have 2 staff on duty per shift for both the wards & MIU. It is likely that the nurses were busy with a hospital patient which was the cause for any delay. Our waiting times for MIU patients is probably the shortest of any MIU or ED in the country and the vast majority of patients only have to wait 5 – 10 minutes at most.

5) "Not a great experience made me feel a nuisance" – It is very disappointing if anyone felt they were made to feel a nuisance when attending St Mary's Hospital. Again, it would be good to have more context?

St Mary's Hospital and I.O.S community team will continue to work in partnership with other care agencies to ensure we learn from the feedback from this survey and explore ways of improving our services.

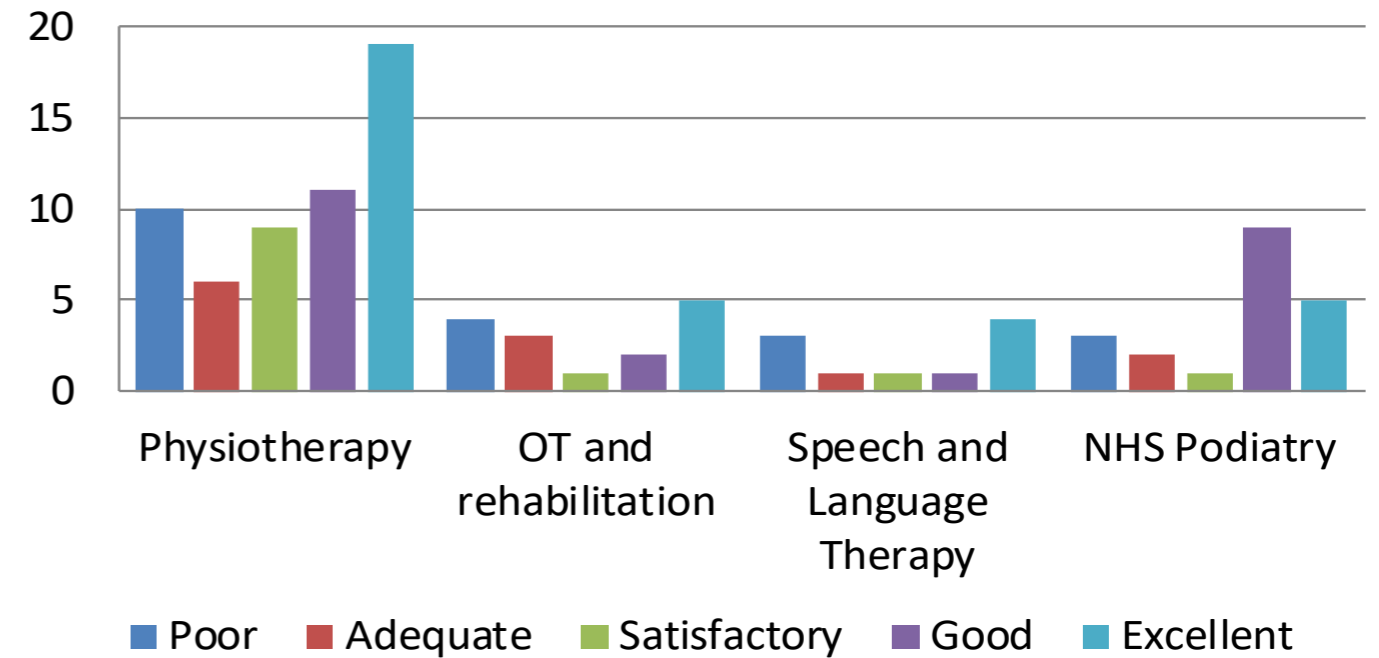
Healthwatch comment:

Despite a lengthy response by the hospital focussing on the few concerns raised, the majority of the ratings were excellent and good. We would like to thank the hospital for addressing the comments made in such detail.

There are many reasons I live on the IoS, surprisingly I didn't think health services would rank among them; now I feel that the IoS is the 'go to' place for health service!

Adult Community Health Services

Over 50 people rated Adult Community Health Services . There was a mixed response about the physiotherapy service, OT and rehabilitation and speech and language therapy. NHS podiatry was identified as overall good.



16 comments were made about the service provided, of these half were positive:

- The physiotherapist is very good, helpful and does a brilliant job
- Good treatment from the podiatry service

The concerns raised:

- The physiotherapy provision is insufficient, there is a long wait for appointments
- The physiotherapy appointments should be on a Thursday to enable off-islanders to access them more easily
- OT visiting an off island did not appear to grasp the difficulties around caring for the elderly
- More frequent visits needed

What respondents felt would make a difference:

It was felt that having on-site physiotherapy on a Thursday would enable off-islanders to access this service without the added cost of a special.

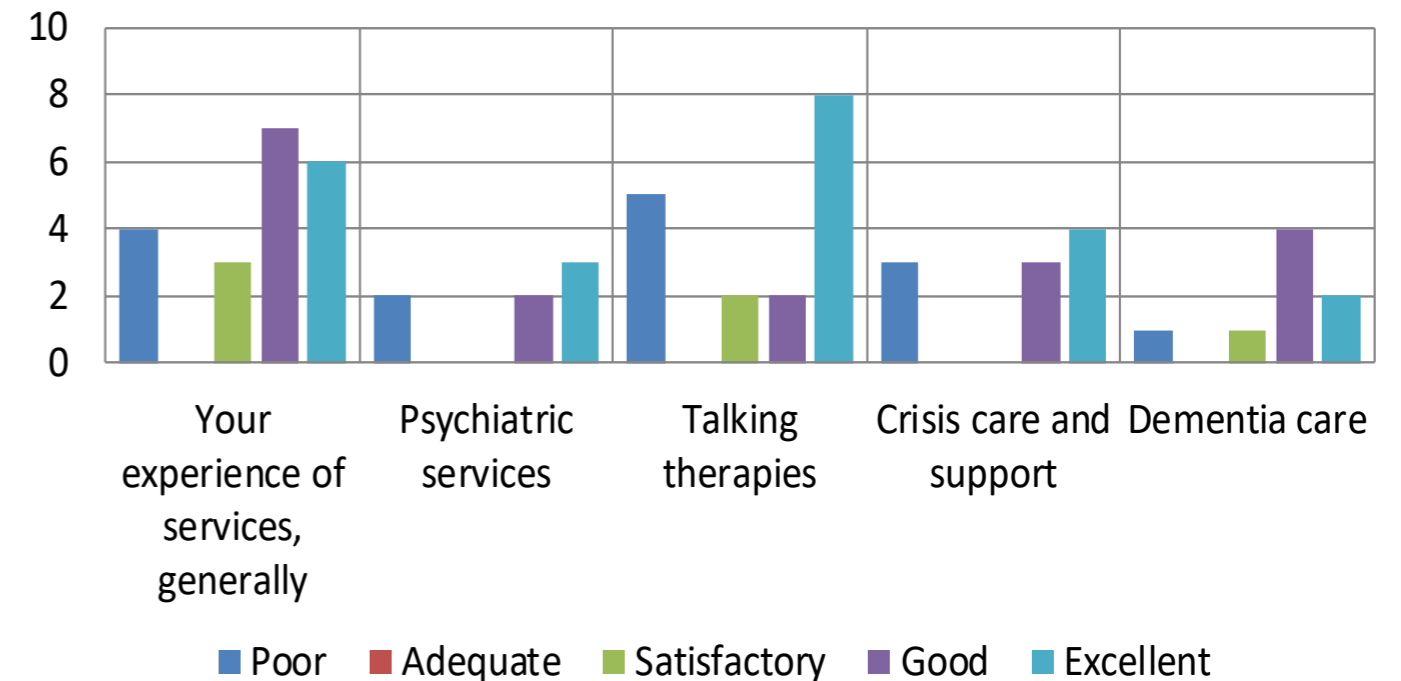
More frequent physio, chiropractor and podiatry appointments would be useful.

Healthwatch comment:

It is good that people feel that the treatment that they receive is good. However, the main issues are surrounding access to appointments and the day that the service operates. This is an issue that we are currently working on to resolve with the relevant services.

Adult Mental Health Services

Over 20 people rated Adult Mental Health services. Overall the ratings of excellent and good was clearly evident.



12 comments were made about the service provided, of these 9 were positive:

- Most people commented that they found the service to be extremely helpful
- Most people said that the mental health nurse is thorough, approachable and a very good listener and gives excellent mental health support

The concerns raised were about:



- The lack of appointments for talking therapies
- Not enough information about services available

What respondents felt would make a difference:

It was identified that there needs to be more funding to offer additional services and mental health practitioners. A greater awareness of men's mental health and anxiety was highlighted as being important to the well-being of community members. The time taken to actually get an appointment needs to be reduced and being able to have mental health appointments in your own home would be beneficial.

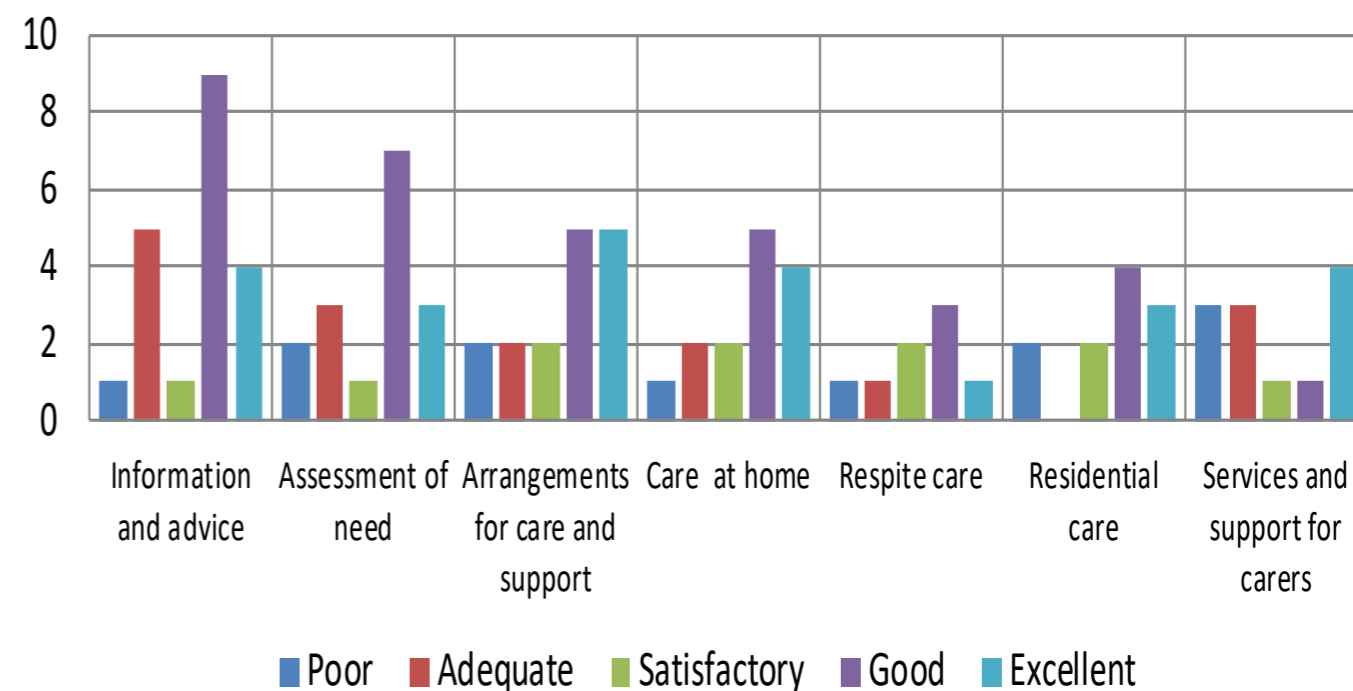
Healthwatch comment:

It is great to see such good progress has been made with adult mental health services in the last two years. Being able to access appointments with a mental health nurse is obviously having a positive impact on those who have accessed the service.

 *The mental health care that has been introduced has been life-changing for me and my family.* 

Adult Social Care

There were 97 ratings of Adult Social Care.



4 comments were made about the service provided, of these 2 were positive:

- Social care on the islands is excellent
- People have the numbers to phone if they need help

The concerns raised were:

- People felt that they needed more 'prevention' in adult health, care and well-being
- Sometimes it is difficult to get equipment

What respondents felt would make a difference:

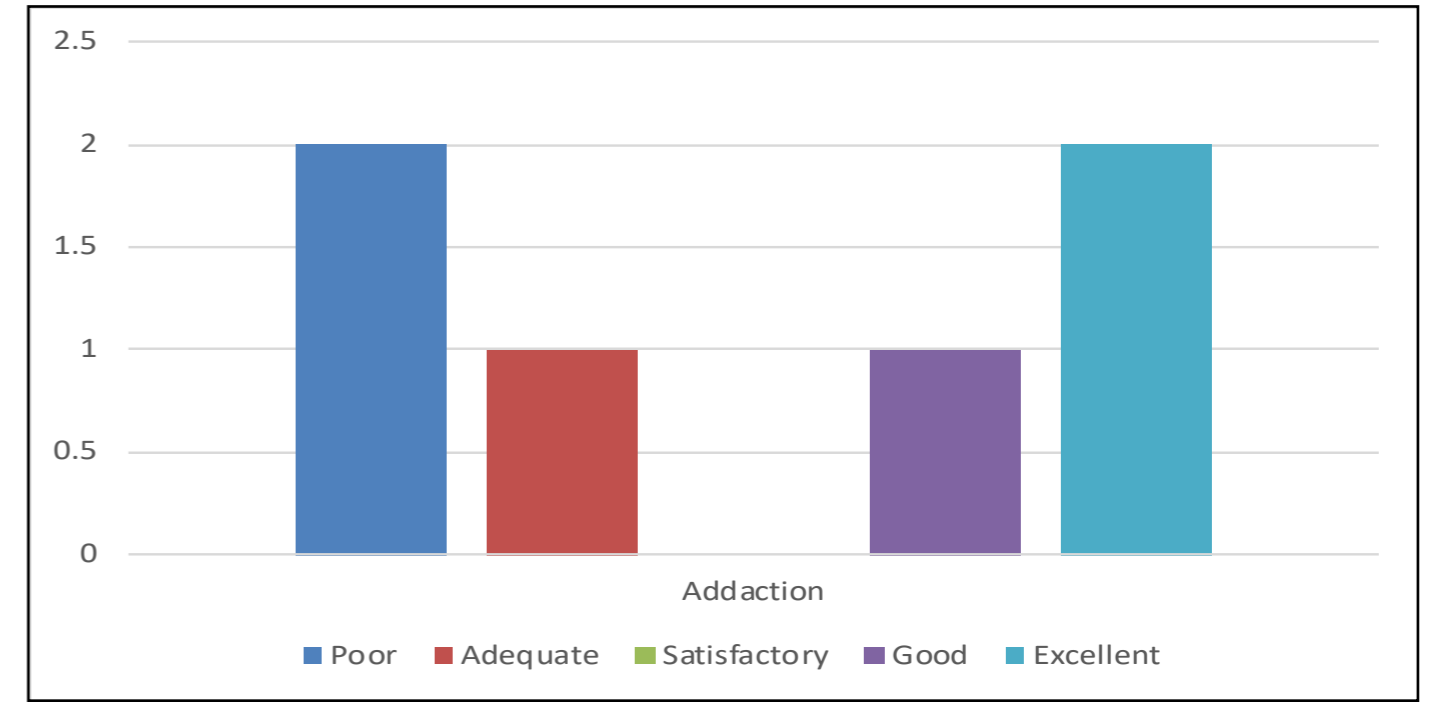
There needs to be more 'prevention' in adult social care, health and well-being.

Healthwatch comment:

Although there were minimal comments, it is good to see that 60% of the ratings were good or excellent and that people are positive about social care on the islands.

Addaction

There were 6 ratings of Addaction.



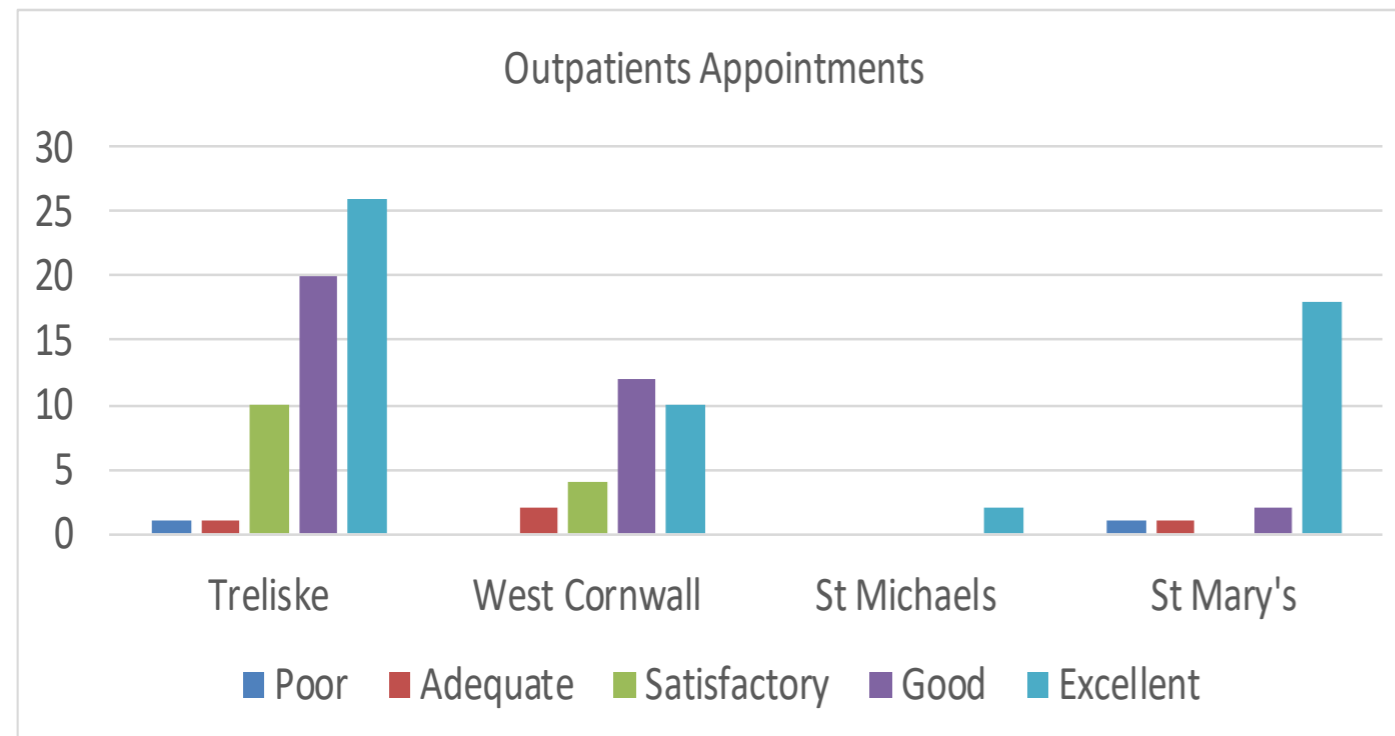
There was only one comment and this was that the islands have always had an alcohol problem and there is not enough being done to help the community.

Healthwatch comment:

As there was a very limited response to this service it is hard to draw any conclusions. We do think that this is an area that could be focused on in the future.

Going To Hospital

There were 110 ratings of **outpatient** appointments. A high percentage of people rated each hospital as good or excellent.



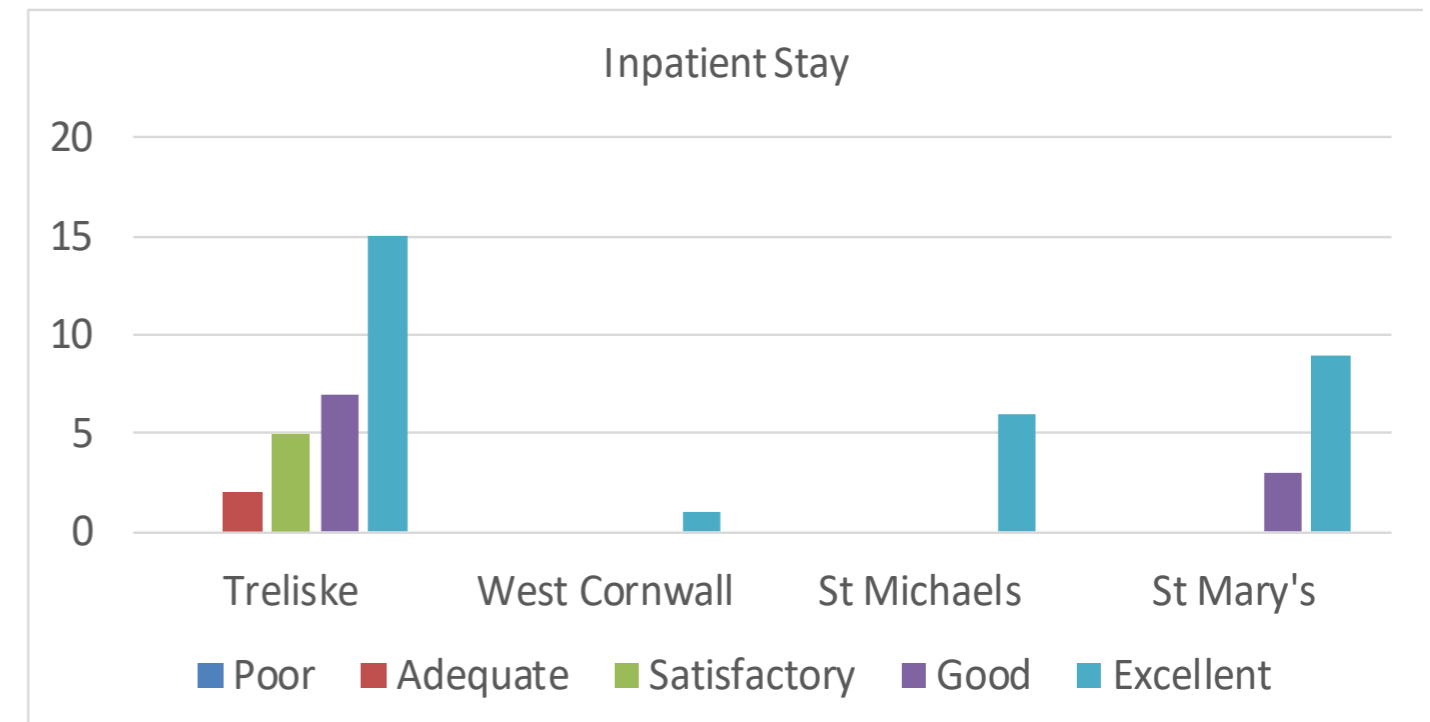
19 comments were made about outpatient experience, of these 11 were positive:

- Well looked after, understanding and helpful staff
- Thoroughly examined and given detailed reports
- The consultants are excellent

The main concern raised was:

- Appointment times not fitting in with the flight schedule, enabling a patient to attend their appointment and return on the same day

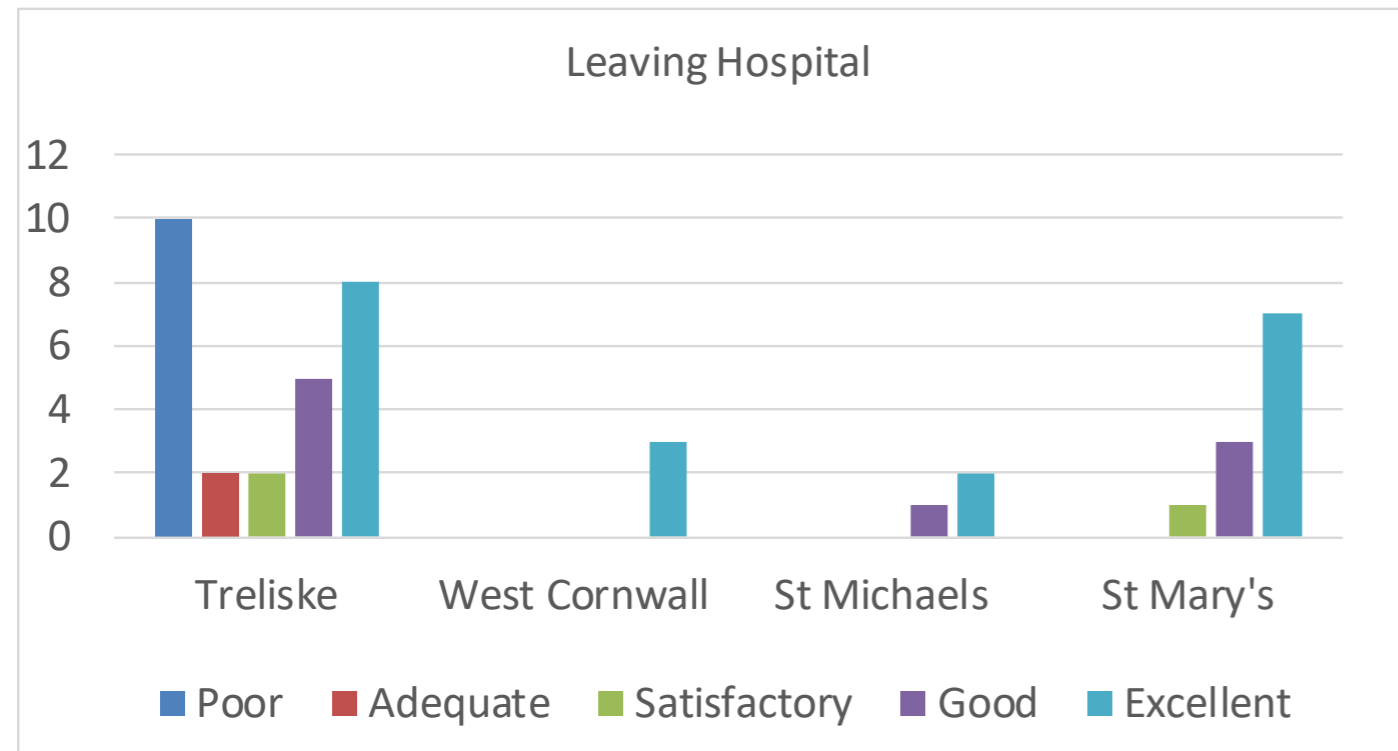
There were 48 ratings of **inpatient** stays. Again a high percentage of people rated each hospital as good or excellent.



4 comments were made about inpatient experience, and all were positive:

- All staff, nurses, doctors and consultants are cheerful, efficient and professional and treated with respect and dignity

There were 44 ratings about **leaving hospital**. The most ratings were for Treliske, just over 50% rated poor to satisfactory. West Cornwall hospital, St Michaels, and St Mary's were all rated good and excellent.



11 comments were made about leaving hospital. Of these 3 were positive:

- Discharge was done in a timely way
- Clear details given about medication
- 24 hour contact details given, to enable patient to get support if needed once home

The main concerns raised were:

- Being discharged very late at night with nowhere to go
- The length of wait for prescriptions, letters for GP and other paperwork, therefore causing issues with travel arrangements

Healthwatch Comment:

It is good to see that the majority of patients rated their experience regarding out patient appointments as good or excellent. The feeling was that they were well looked after. The main issue raised was that people are still being given appointment times that do not fit with flight schedules. This is still an ongoing issue that needs addressing.

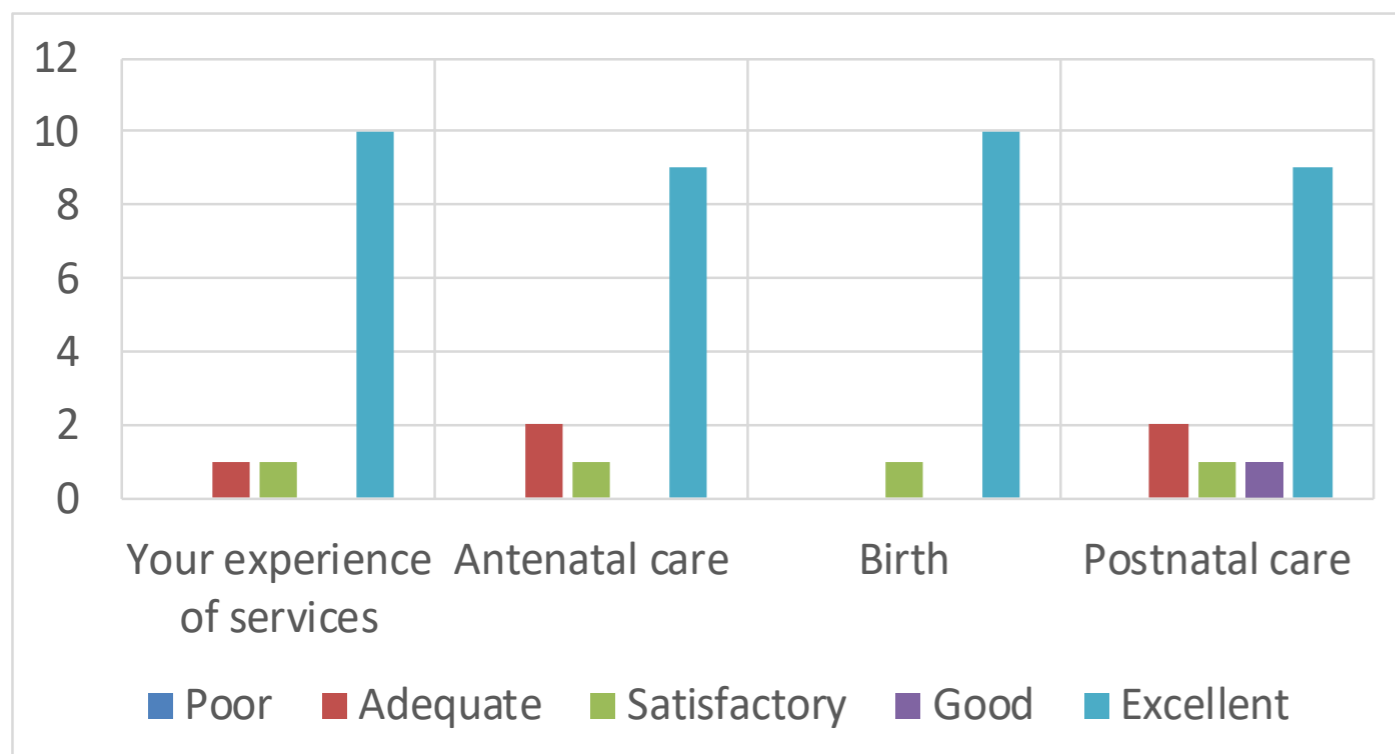
It was great to see such a positive response to inpatient stays at all hospitals.

Leaving hospital from Treliske received mixed responses. It is important that the hospital addresses the issue of discharging IOS patients late at night, ensuring that they have somewhere to stay. The discharge process needs to tie in with making sure that the patient has the medication they need as they are discharged, not leaving them waiting for several hours, which can severely affect travel back to the islands.

Couldn't be more thankful for quick actions and care received from medical staff on Scilly and Trelisk

Maternity Services

Over 10 people rated Maternity Services. An overwhelming rating of excellent was evident.



8 comments were made about the service provided, of these 7 were positive:

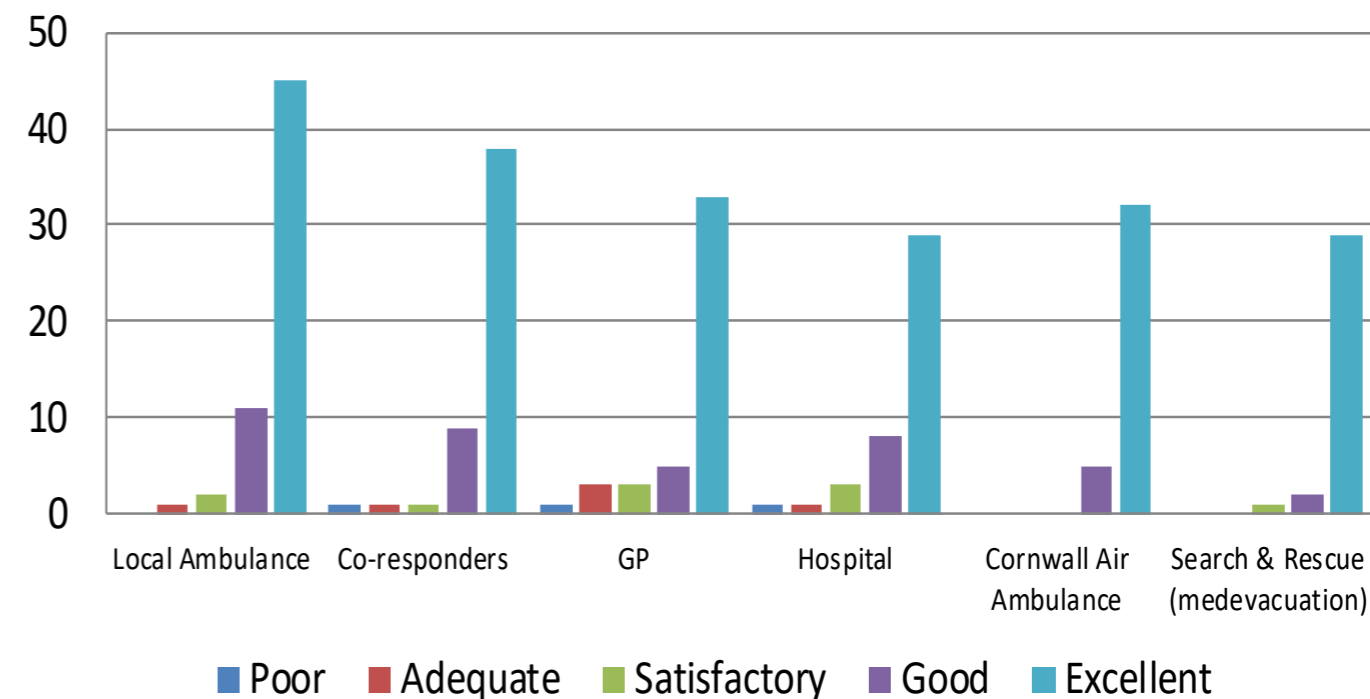
- Most of the comments identified the excellent care that they had received and that the midwives were brilliant

The concern raised was:

- The amount of support given for formula feeding mothers

Emergency Response

The emergency response services received 265 ratings. The majority of people rated the services good or excellent.



9 comments were made about the service provided and all were positive:

- All the comments related to an excellent service, quick response, efficient, polite, reassuring and professional care

Can always have faith in the response of the emergency services and in general we must be one of the best served areas in the UK.

SWASFT Response:

I am very proud of the professionalism and dedication shown by the SWASFT team on the Isles of Scilly; with an increasing number of calls of recent years they have continued to provide an excellent service to the islands residents and visitors.

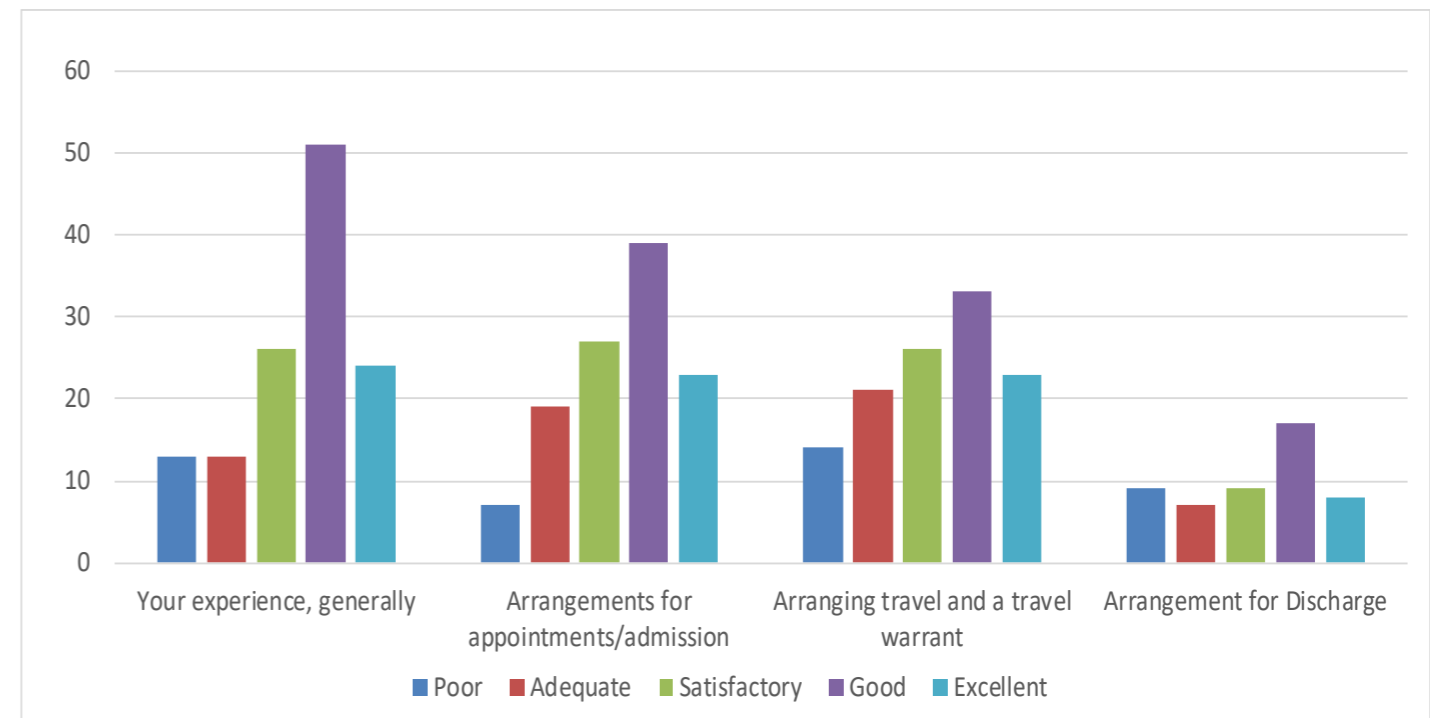
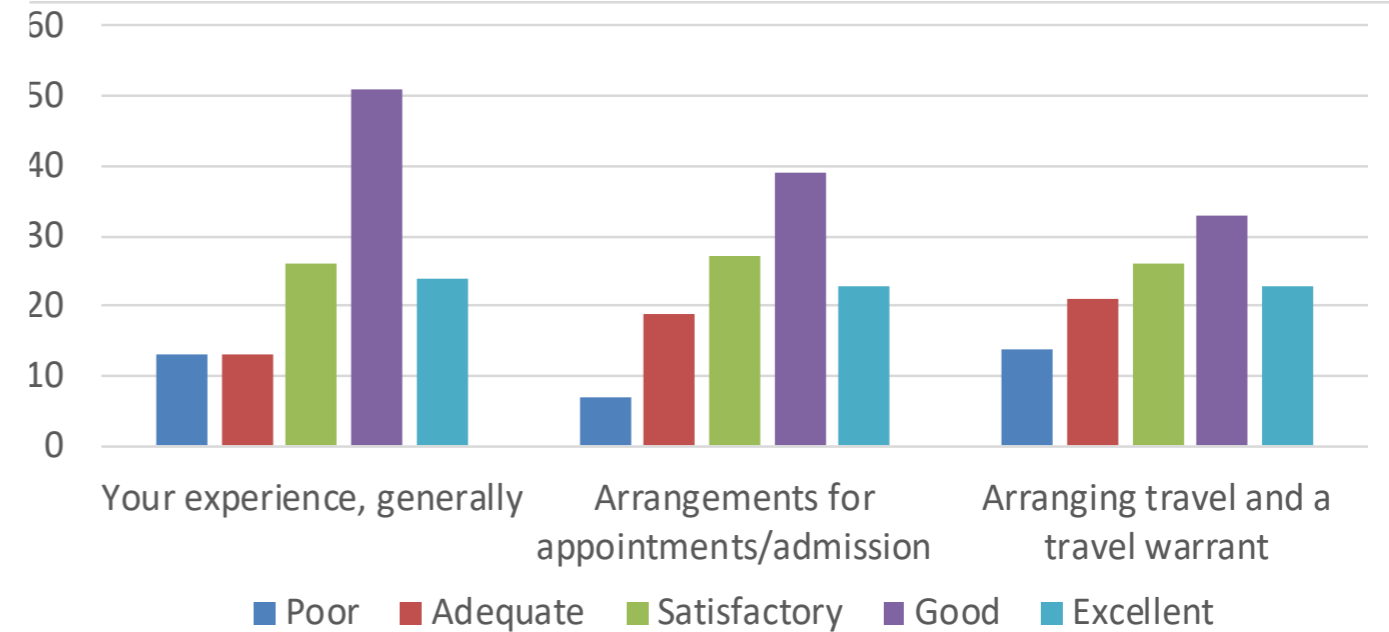
Geoff Griffin, County Commander - Cornwall and Isles of Scilly

Healthwatch comment:

The response demonstrates what an excellent service is being provided on the islands.

Medical Travel

There were 569 ratings for the 7 categories of medical travel.



46 comments were made about the services provided, of these 13 were positive:

- Most people commented that they had a positive experience and that the process of booking travel was smooth
- Most people said that they had not had any problems with the travel experience

- A couple of people mentioned how both the hospital staff and the Skybus staff were excellent, especially when supporting people with mobility problems
- It was identified that the Isles of Scilly community are very lucky to have access to the services provided on the mainland

The concerns identified were:

- There were many comments relating to Patient Transport and how booking transport can be quite stressful and the staff at times are unhelpful
- People said that they are being given different information about escorts depending on who they talked to at Patient Transport
- There were concerns raised about escorts and the fact that if you need one then you are only entitled to be away for 72 hours
- A couple of people identified that the confirmation of a flight from patient transport can take all day and then it may be difficult to book for someone else to travel with you on the same flight
- Concerns were raised about having to phone back later in the day to make a booking and the risk that there may no longer be any seats available on the flight that they need.
- A couple of people raised the concern that the times given for appointments do not fit with being able to travel in one day
- It was identified that not being able to get a flight booked until discharge can be a problem and result in having to book an overnight stay
- A few people mentioned that the process of getting a travel warrant is complicated

What respondents felt would make a difference:

The main areas that people felt would make a difference to them were sorting out the issues with escorts, making off-island boating to St Mary's more accessible for medical appointments and having a more consistent approach to medical travel.

Healthwatch comment:

The majority of ratings for each category were identified as good. For the areas of concern we are continuously liaising with Patient Transport who are aware of all of the issues that are experienced.

We have provided Patient Experience with a travel map which identifies flight and transport schedules and therefore gives them the best times where possible, to book appointments for patients. Patient experience is a key aim for Cornwall Partnership NHS Foundation Trust. By listening to your feedback they are able to replicate the services you like, help resolve issues you are having, and make improvements in the areas that you say matter.

We presented several issues to the Isles of Scilly Council Scrutiny Committee at the November public meeting (The Council Scrutiny Committee is dedicated to scrutinising local NHS policy, planning and impact against local needs and inequalities). They are now taking these issues up in discussion with the relevant service providers and we await the responses to the Scrutiny committee.

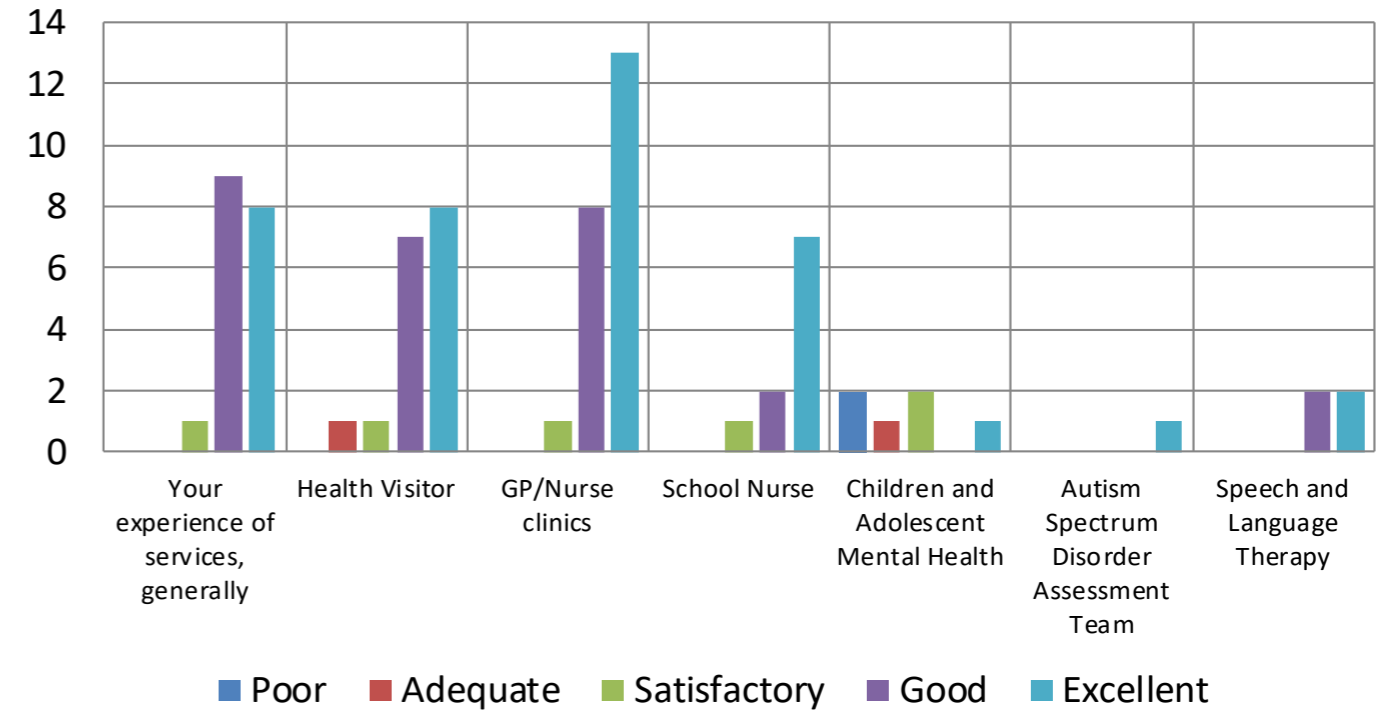
The Issues:

- Subsidised travel for escorts of 16 to 18 year olds

- Subsidised travel for escorts of vulnerable people
- Cancellation of medical flight and the charges incurred
- Off-islanders who have mobility problems and lack of suitable transport to attend health appointments
- Council travel warrants for local (Primary care) medical trips. Lack of clear information about the use of the medical launch and large upfront costs to the patient for booking a special boat

Children's Health Services

There were 78 ratings of Children's Health Services. A very high percentage of people rated their experience of services generally as good and excellent. All other services were also rated highly as good or excellent, except children and adolescent mental health, where 84% of ratings were satisfactory to poor.



8 comments were made about the services provided, of these 3 were positive:

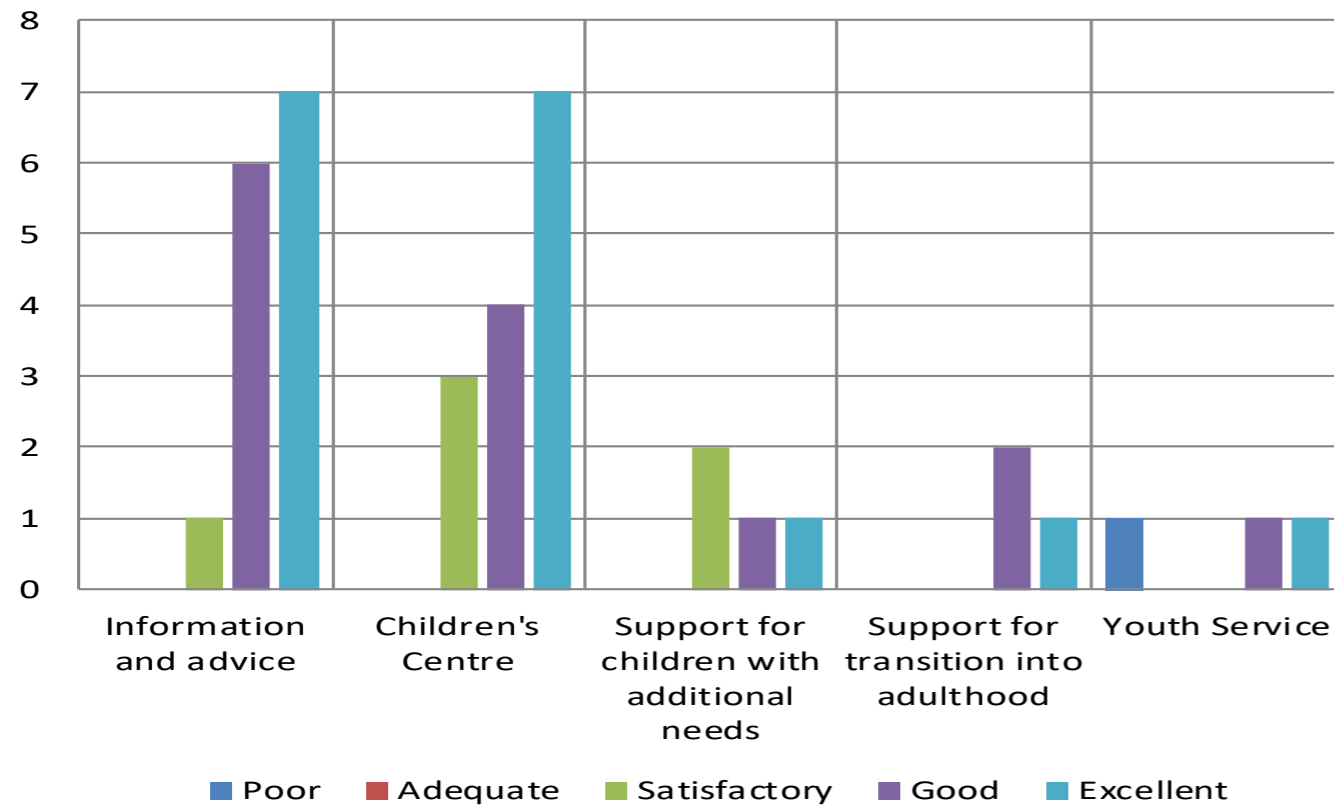
- There is good communication
- High standard of care
- Health visitors very friendly and approachable

The concerns raised were:

- CAHMS referrals take too long
- Communication is not strong between the school, speech therapist and parent
- More preventative dentist clinics
- More information needed about services

Children's Services

There were 38 ratings of Children's Services.



5 comments were made about the services provided:

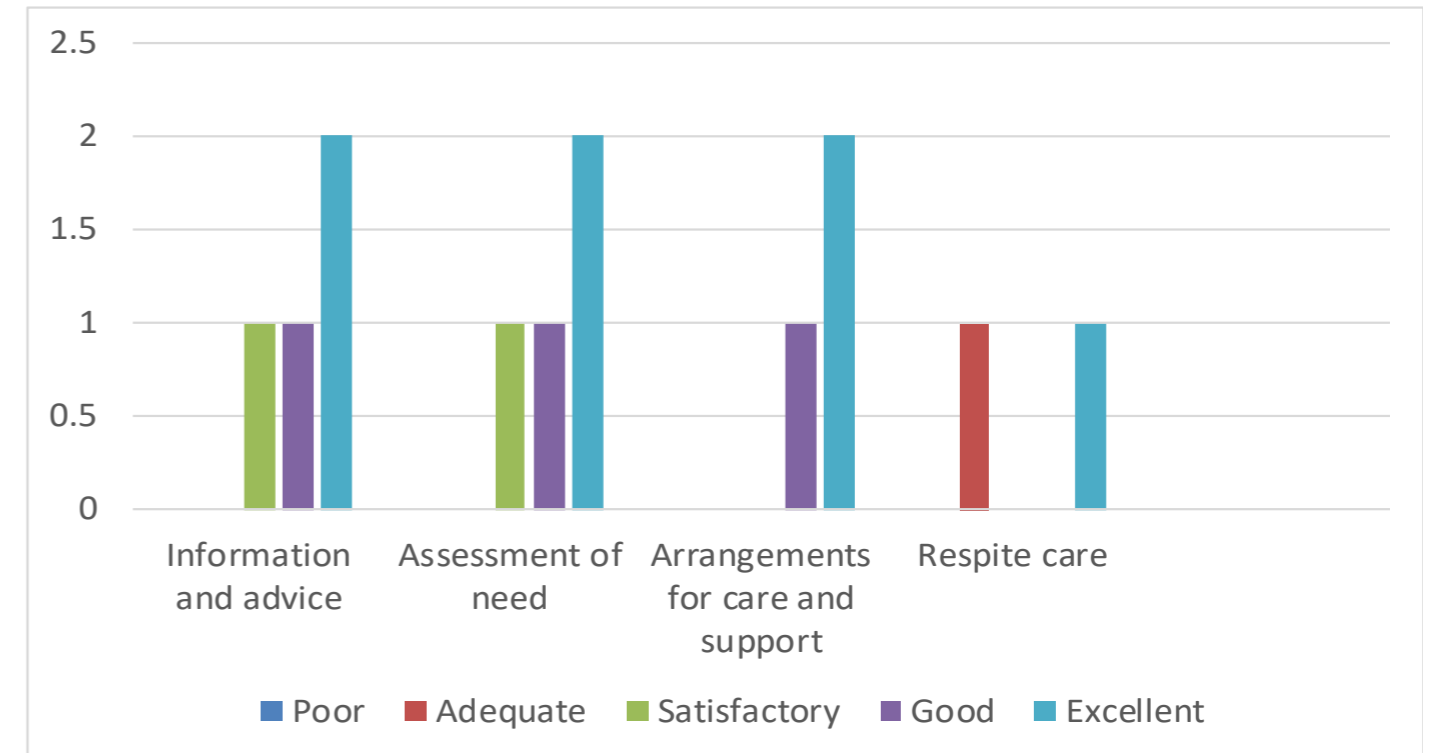
- People feel that they are lucky to have cost free groups (not identified) to attend, but feel that there are not enough services for young people and their families
- More information is needed about who can attend services and what access to funding is available

What respondents felt would make a difference:

People said that it would be great to have more sessions for toddlers and more themed or run sessions for babies and carers. More support in school from Children's Services and the NHS working together more closely, was identified as an area that would make a difference.

Children's Social Care

There were 13 ratings of Children's Social Care.



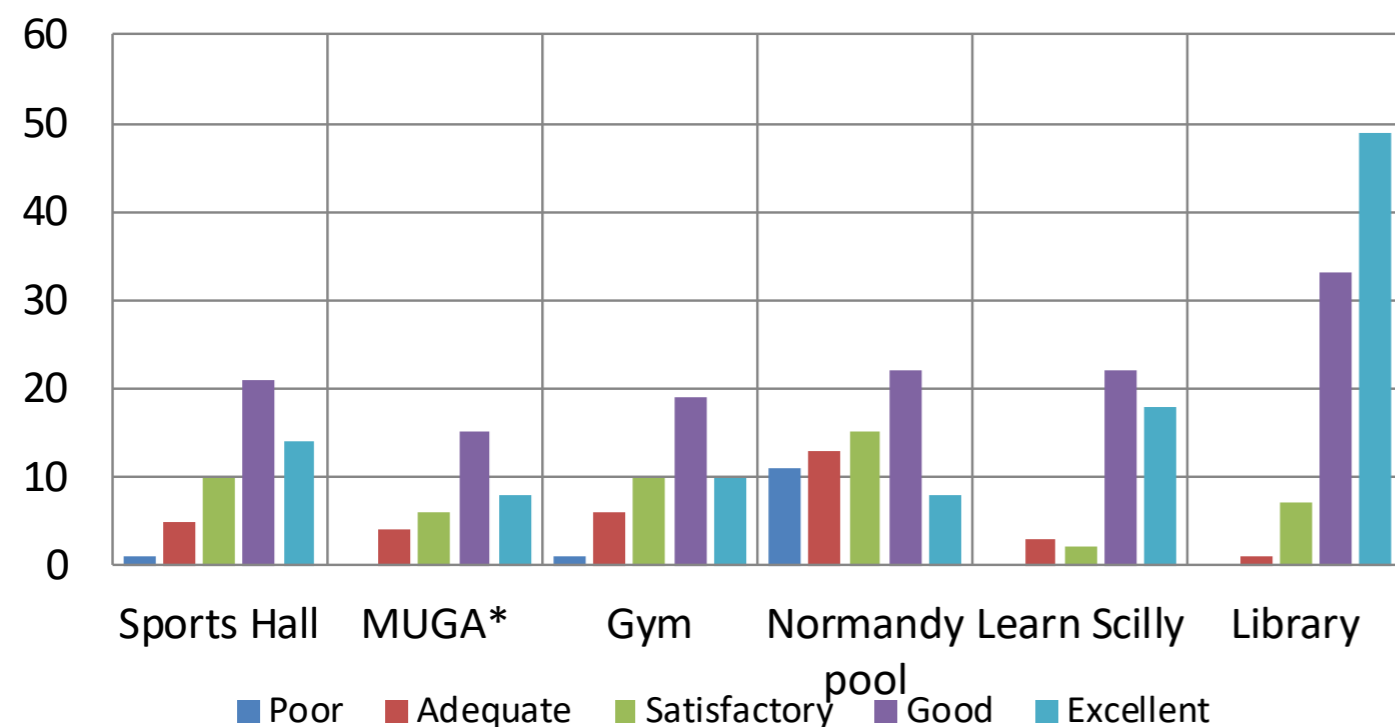
No comments were made about the services provided.

Healthwatch comment:

An excellent response to Children's Health services. There were limited responses for Children's Services and Children's social Care to draw any conclusions.

Community Services

Community Services received 334 ratings.



Learn Scilly was rated 89% excellent or good
 The Library was rated 91% excellent or good
 The Sports Hall was rated 69% excellent or good
 The Muga was rated 70% excellent or good
 The Gym was rated 63% excellent or good
 Normandy Pool was rated 43% excellent or good

There were 23 comments made about the service provided and 5 of these were positive:

- People said that Active Scilly provides excellent activities and is a brilliant initiative
- The library offers good advice and they are helpful
- There are good facilities, courses and classes
- Normandy pool is a vital service

The concerns raised included:

Concerns about the pool:

- The water temperature being too cold
- There are too many cancelled sessions
- The changing room and pool are not kept clean
- The pool is too small
- There is a lack of healthy snacks

Concerns about the gym:

- It is expensive, especially when you are an older person and may only manage 20 minutes of exercise
- Too many cancelled days
- Concessions being withdrawn
- No rehab enablement

Concerns about the sports hall:

- Lack of variety of classes and restricted booking times

What respondents felt would make a difference:

Most people said that a bigger pool and more swimming sessions for adults outside of the 9 to 5 working hours would make a difference.

It was commented that there should be more emphasis on activities for young people and that there should be initiatives to encourage and motivate physical exercise programmes for older people.

Some people felt that it would be good to have more activities for children and with specific classes for different age groups- having separate toddler and baby groups.

Lowering the cost of using the pool and gym is important to some people.

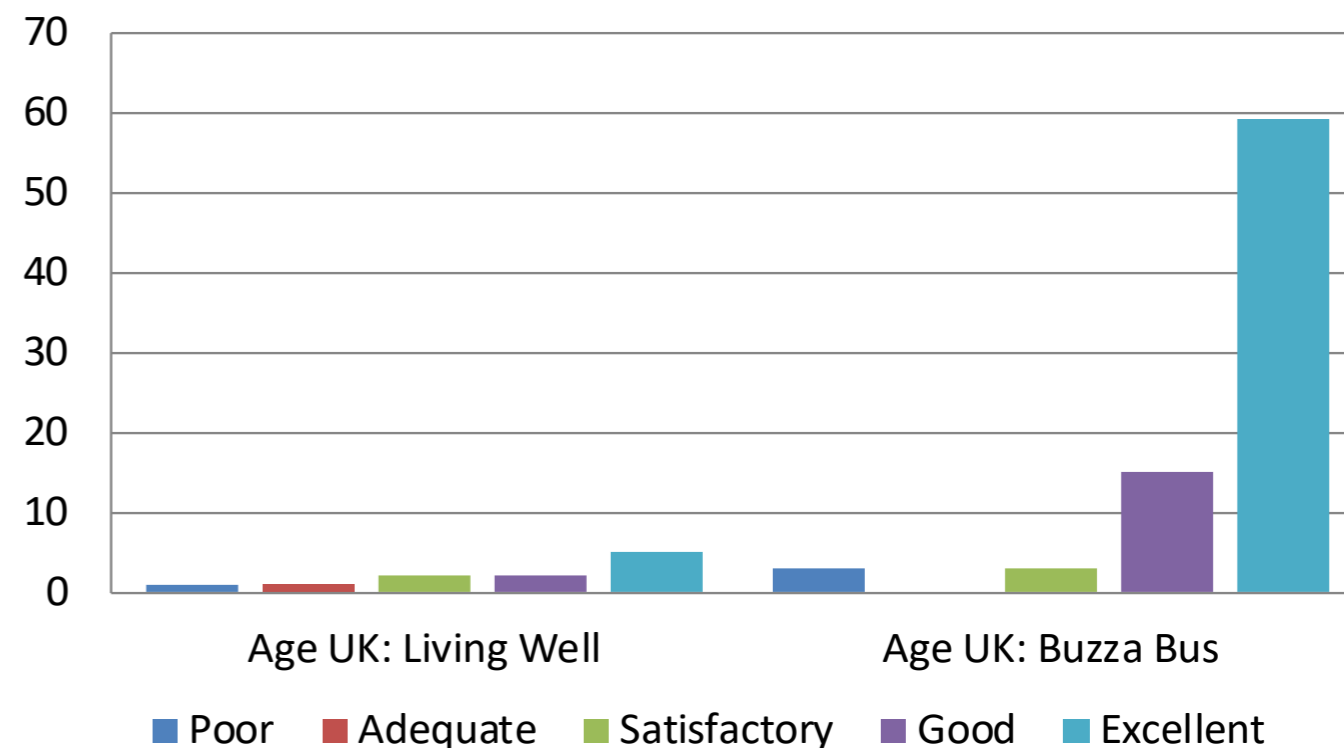
More access to learning opportunities on Bryher would make a difference to people in the community.

Healthwatch comment:

The community are happy with the majority of services. The concerns raised continue to be around the swimming pool, lack of exercise classes for all ages and the cost involvement of these. We have shared your feedback with Active Scilly regarding these issues.

Buzza Bus and Living Well

There were 80 ratings of the Buzza Bus. A very high percentage of people rated the service as excellent or good. There were 11 ratings of Living Well, these were of a mixed response.



There were 15 comments of which all were relating to the Buzza Bus service. 11 of these comments were positive:

- Respondents commented about the wonderful service and how reliable, helpful, kind and courteous the bus driver is, especially with helping those with reduced mobility

The concerns raised were:

- Relating to the hours that the service ran for, as it was felt that the service was not available in the evenings or at weekends
- About the cost of the service being hard to afford

Response to Survey by Tracey Roose, Age UK Cornwall:

I note the negative comments all focused on the hours the bus is available. We would be willing to consider extending the existing hours if local people would find this useful and funding could be made available to cover driver costs.

Healthwatch comment:

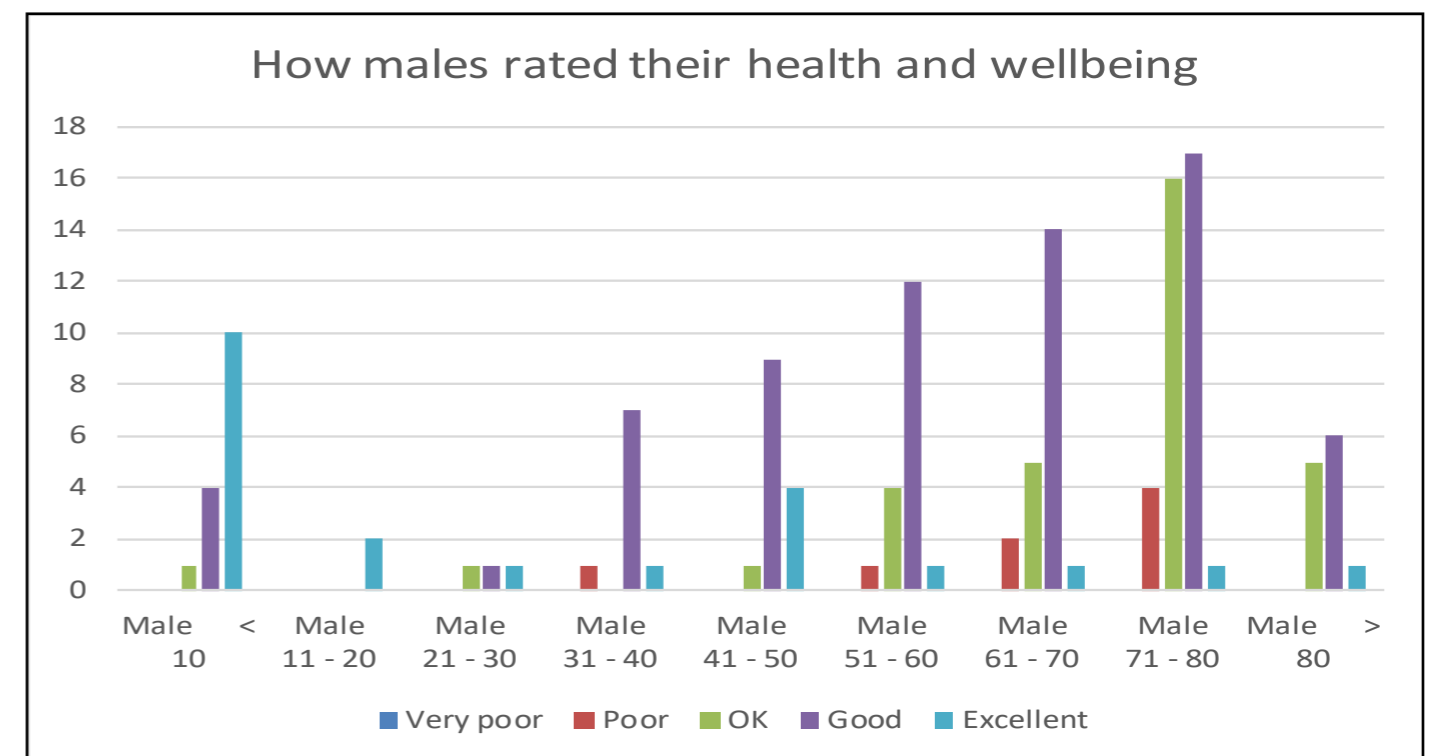
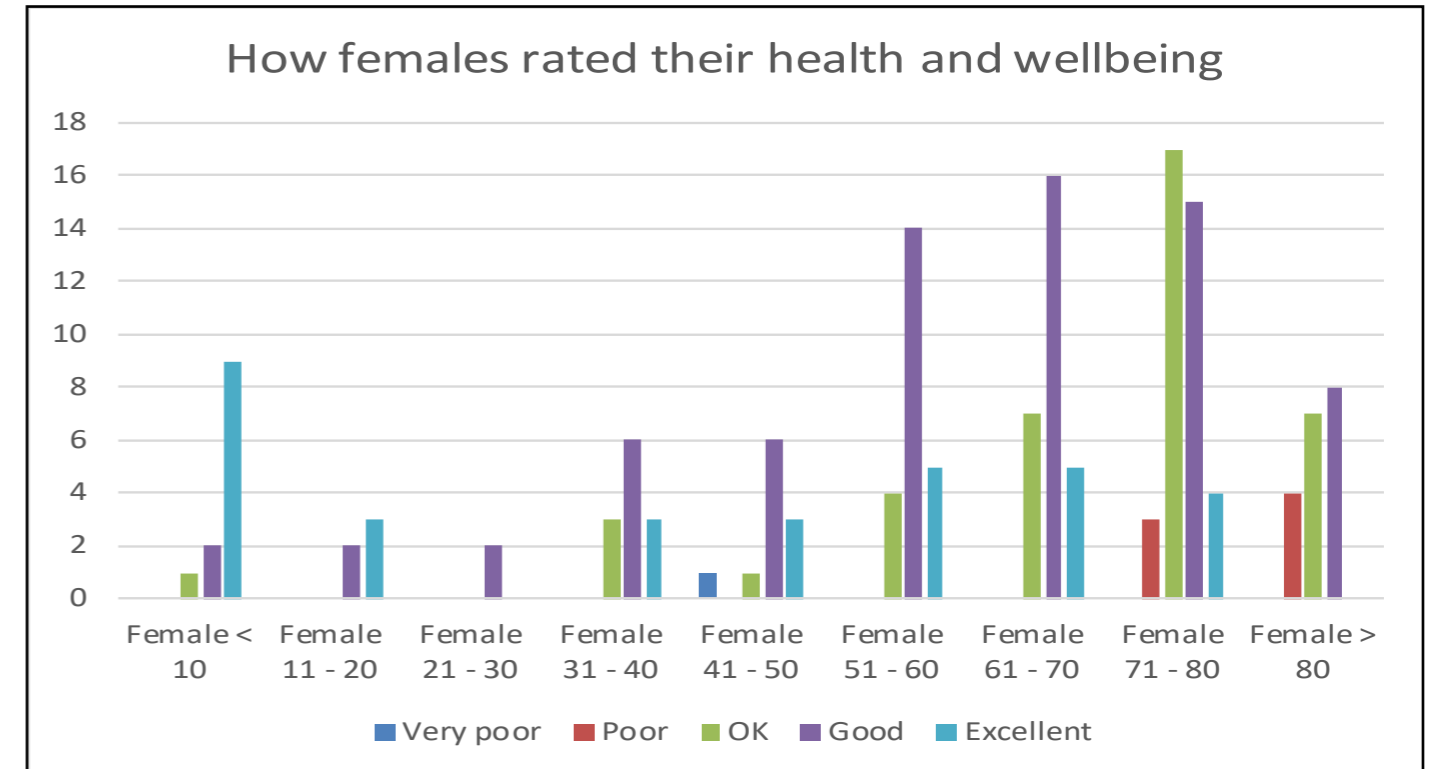
There was an overwhelming positive response to the Buzza Bus service, especially how it is seen as a lifeline to many members of the community. It will be really positive if this service can be extended.

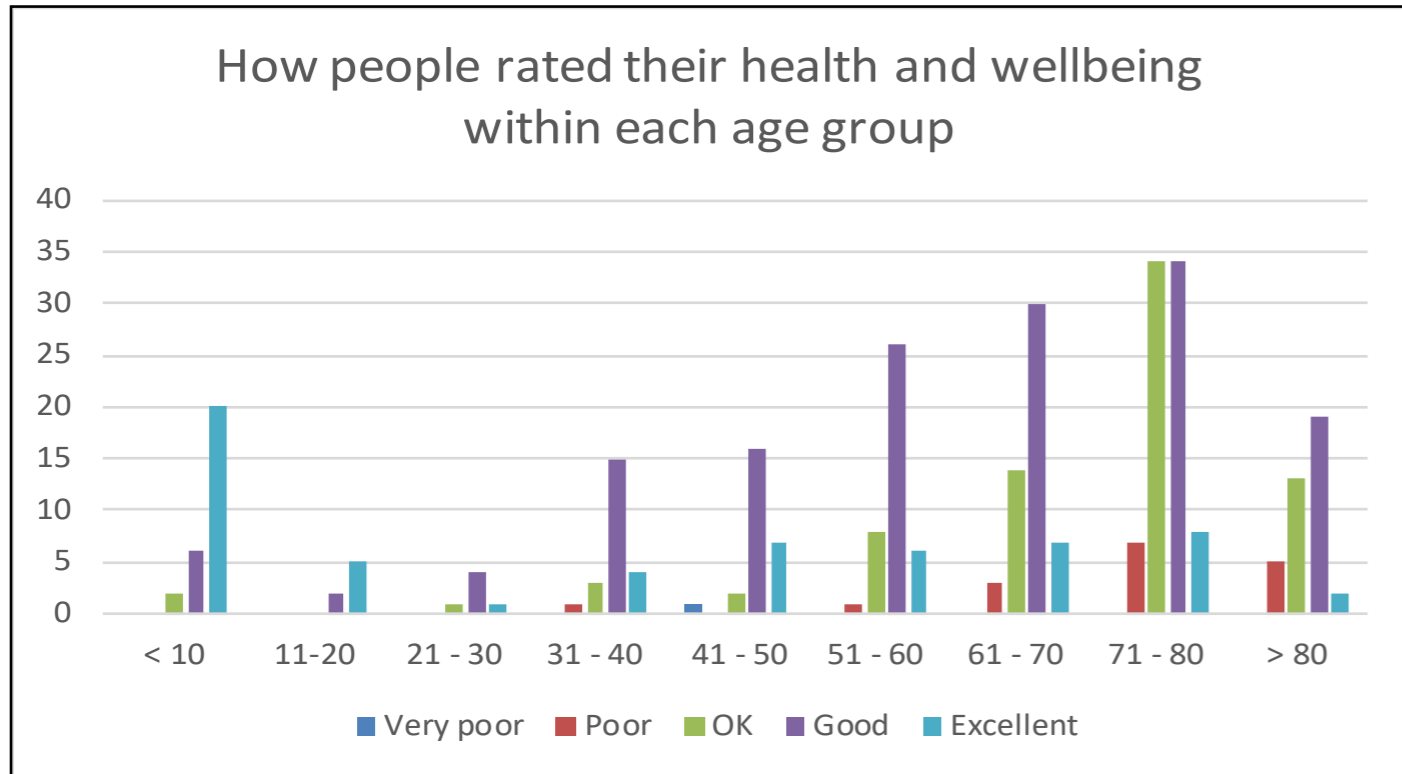


Your Health and Well-being

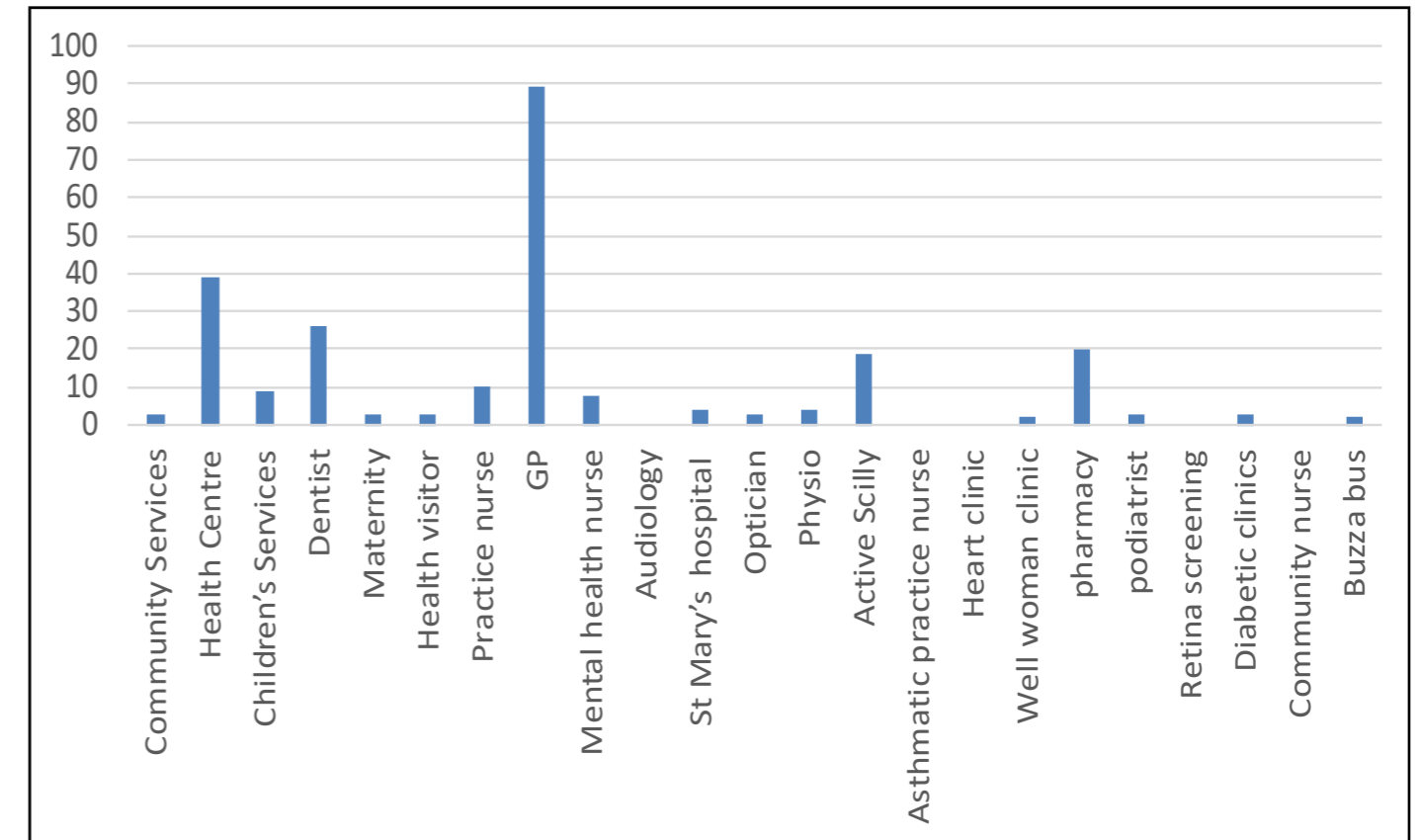
The last section in the survey asked people to complete the health and well-being of each member in the household.

Not everybody who returned a survey completed this section and of those who did complete this section, not everyone ticked if they were female or male.





In this section, the community were also asked which services most support their health and well-being. The results can be seen below.



We're all very lucky to have such an excellent service.

Direct quotes from the survey

For mature population the service absolutely wonderful. Good staff and doctors excellent and considerate.

GP services are excellent with waiting times far less than most places on the mainland.

The facilities are excellent. The staff are super.

We come into this world with the body we have. We should look after it and it is our responsibility how we look after it. We should be grateful and appreciative how the NHS looks after us. The NHS is something this country should be proud of. There is no health service like it in this world. Thank you to all NHS staff and supporters.

The logo for Healthwatch Isles of Scilly. The word "healthwatch" is written in a bold, blue, sans-serif font. The letter "h" is blue, "e" is pink, "a" is blue, "l" is blue, "t" is blue, "h" is blue, "w" is blue, "a" is blue, "t" is blue, "c" is blue, and "h" is blue. The letter "o" is replaced by a green speech bubble icon. Below "healthwatch" is the text "Isles of Scilly" in a smaller, blue, sans-serif font.

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