

Rye Listening Tour 2023

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In this Easy Read document difficult words are in **bold**. We explain what these words mean in the sentences after they have been used.



Some words are pink and underlined. These are links which will go to another website which has more information .

Introduction



We are Healthwatch East Sussex. We work to make health and care better for everyone.



Each year we visit a location in East Sussex to ask people their views of local health and care services. We call this a Listening Tour.

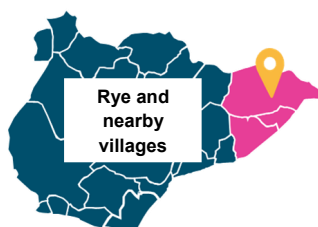


During our Listening Tours we do a range of activities and attend local events to hear the views of as many people as possible.



We share what we hear with people in charge of health and care services and make recommendations to make things better.

What we did



In 2023 the Listening Tour took place in Rye and some nearby villages including: Northiam, Brede, Peasmarsch, Rye Foreign, Iden, Playden, Camber.



We wanted to hear from people living in these areas about their views on health and care services.



Health and Care services include GPs, Dentists, Pharmacies, Opticians, Hospitals, Care Homes and Adult Social Care.



We wanted to hear people's views on these services, what worked well and what could be better.



We also wanted to hear about:

How people found getting to appointments and what transport they used



If living in a **rural setting** made people feel lonely.



Rural setting means close to or in the countryside.



If the cost-of-living crisis was having any impact on health and wellbeing.



If people had to access health and care in different place outside of East Sussex



We did lots of activities to hear from as many different people as possible.



Our activity included:

A survey asking people questions about their views of health and care



An event for different organisations working across Rye and nearby villages to hear their users experiences



Visits to different community groups and local events to listen to people's views.



A **Mystery Shop** of GP websites to see how people could find the information they need.



A **Mystery Shop** is when someone uses the website acting like a patient to see what works well and what can be better..



Visits to 19 Care Homes in the area to listen to residents views on health and care.

What we found out



People received good care from staff at GP practices once they were able to get appointments.



People had issues accessing health and care services because of difficult public transport in and out of Rye,



People also said the cost of public transport was too much.



Some people with communication requirements', health needs were not being met because of difficulties communicating with health and care professionals.



We also heard that health, care and voluntary staff wanted to work together more.



People at Care Homes were confident they could access GPs and NHS 111 when needed.



Camber and Icklesham no longer have a local GP site and residents now have to travel further to access health and care.



Cost of living is impacting some people's mental and physical health, with people avoiding going to appointments because of transport costs or getting prescriptions.



At our visits at Care Homes, dentistry was raised as an issue as some residents were unable to get appointments.

What we think should change

Healthwatch East Sussex



Host events to bring health and care services together for more effective collaboration.



Work with health and care services to ensure patient views are used to design services.



Explore transport across East Sussex to understand the impact on people's ability to access health and care services.



Do more projects like Mystery Shopping across East Sussex.

East Sussex County Council



Ensure access to health and care services is included in the East Sussex Local Transport Plan for 2024-2050



Conduct a review of the **flexi-bus** service to see if it is effectively serving rural communities across Rye and wider East Sussex.



Flexi-bus is a ride share service run in areas like Rye and nearby villages with limited bus services, run by East Sussex County Council.

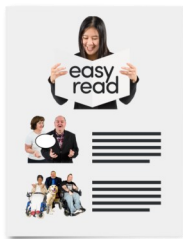


Adult Social Care to make sure people know what support they can get and how they can get it.

NHS Sussex and Primary Care Networks



Ensure **reasonable adjustments** are provided for patients with additional communication needs.



Reasonable adjustments are changes made to a service so that people with disabilities can use them like anyone else like longer appointment time, and easy read information



Make sure health and care services in Rye and the surrounding area are made aware of the transport issues, and make changes to help people.



Explore ways to get services back into rural communities, like mobile GP sites.

What happens after this project



We will share our reports with decision makers in health and care.



We will use this report to plan projects for the future.



We will also do a review of this report in a year to see if things have changed.



We will work with health and care colleagues to explore ways of returning services back into the community.



We will work together with health and care colleagues and members of the public to make sure people are involved in health and care planning.



We will work with NHS and Adult Social Care to investigate dentistry in care homes.

For more information



You can look at our website here:

www.healthwatcheastsussex.co.uk

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