

# You Said, We Did

April 2026

**Healthwatch East Sussex** is your local health and social care champion. We make sure NHS leaders and local council decision-makers hear your voice and use your feedback to improve care.

We can help you to find reliable information about health and social care services and guidance if you have concerns or want to make a complaint.

## This report:

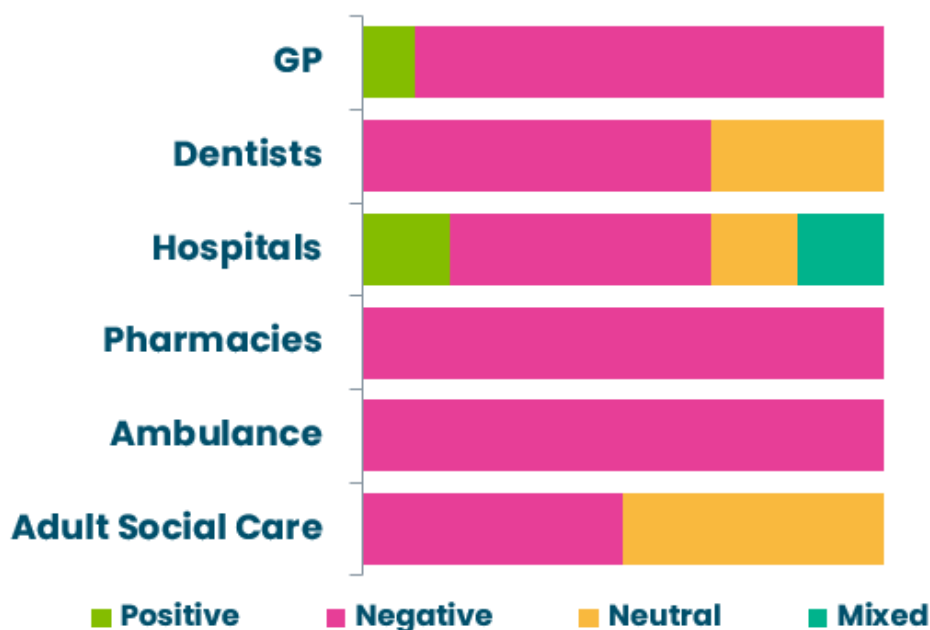
- Summarises what we have heard via our [Information and Signposting](#) service and from our engagement work this month
- Explains how we've used your feedback about services to make a difference
- Outlines some of the activities we have been involved in

This month, we received **44** enquiries to our Information and Signposting service and engaged with **60** people through our engagement work.

**We continued to hear about:** long waits for GP appointments, challenges with telephone appointments, disjointed communication between primary and secondary care, limited parking when attending healthcare appointments.

**New issues this month included:** delays for complaint responses, the unsettling and detrimental impact of service closures on patients, long waits for care packages, difficulties transferring patient records from one hospital trust to another.

## Your views about services this month



# Your experiences

We regularly review the experiences you share with us through public events, surveys, [Feedback Centre](#) and [Information & Signposting](#) enquiries.

## Some feedback we've heard this month:



### GP Services

"It takes six weeks to get a GP appointment in my area"

"Very difficult to get a GP appointment and to get prescriptions authorised"

"Reception staff are obstructive and unhelpful - it's a disgrace"

"All went well"

"I had to call three times to get an appointment"

"The GP I saw was incredibly dismissive and rude and hadn't even bothered to read my intake form or medical history to understand the issue"



### Hospitals

"Excellent service, very well-run department."

"No waiting and very friendly, professional staff"

"I was looked after very well"

"My relative did not receive the care they needed"

"Generally, the nursing care is exemplary. The Health Care Assistants wonderful. Some of the doctors however are not so great"

"The hospital pharmacy were unable to fulfil a prescription"



### Paediatric Services

"We have been ignored and left with no treatment plan"

"No communication, shocking service"

"Service closure has left us with no alternative local specialist service"



### NHS 111

"111 was unfit for purpose in this instance"

"111 wouldn't listen to me at all"

Your views help us understand what works well and what needs to change.

**Please share your feedback here: [Feedback Centre](#).**

# Information & Signposting

We can help you navigate health and care services and provide relevant information to support you. Here are some enquiries we've received this month:

## You said

## We did

How can I get a paper application form for an NHS Prepaid Prescription Certificate (PPC)

We explained PPCs can be bought at some pharmacies, although the [NHS Business Services Authority](#) does not publish those providing the service. Alternatively, a PPC can be applied for [online](#) or by calling: 0300 330 1341.

Healthwatch volunteers are exploring the availability of paper forms at pharmacies.

I'm looking for community advocacy services

We signposted to [South West Advocacy Network](#) who provide community (non-statutory) advocacy services across East Sussex.

We also clarified eligibility for these services using our resources on [independent and community advocacy](#) services locally.

How can I arrange an adult social care assessment?

We signposted to the East Sussex Adult Social Care Contact Centre, [Health and Social Care Connect](#) (HSCC), where you can request a needs assessment.

HSCC can also be contacted by phone on 0345 6080 191 or email via: [HSCC@eastsussex.gov.uk](mailto:HSCC@eastsussex.gov.uk).

## Testimonials

"Thanks again for all your help and support."

"I'm so grateful for all you have done and your fast responses."

"Thank you so much for listening to me."

We attended a Veterans Drop-In event at Bexhill Town Square Social Club, hosted by [Bexhill](#) and [Rural Rother Primary Care Networks](#). We spoke to veterans, family members, and the local organisations supporting them.

We heard about the challenges for veterans accessing mental health support, including neurodivergent adults who struggle outside of the structure of the military. We are targeting future engagement activity with veterans and their families, gathering further insight on what supports their health and wellbeing.

As part of our work looking at experiences of nicotine pouches, we visited Bexhill College to hear more from young people about their views and experiences.

Some young people told us how they are affected by using them. Many of the young people we spoke to had friends or family members who use these products and regularly saw them advertised in shops and online. We heard nicotine pouches can be mistaken for nicotine patches as the names are very similar, and young people often refer to nicotine pouches by other names.

We attended the SeaFit health and wellbeing event for fisherman in Hastings. The event was organised by the [Fisherman's Mission](#) and [Seafarers Hospital Society](#) and included free health checks and dental treatment for fishermen and their families.

We heard from working and retired fishermen on the challenges of accessing healthcare around fishing, including taking time out of work for GP assessments for [Seafarer Medical Certificates](#). We have raised this issue with NHS Sussex to help make this process as easy and accessible as possible for local fishermen.

**Share your experiences:** [Feedback Centre](#)

**Information and Signposting :**

[enquiries@healthwatcheastsussex.co.uk](mailto:enquiries@healthwatcheastsussex.co.uk)

or

0333 101 4007

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