

You Said, We Did

August 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 month, we received **36** enquiries to our Information and Signposting service and engaged with **32** people through our outreach work.

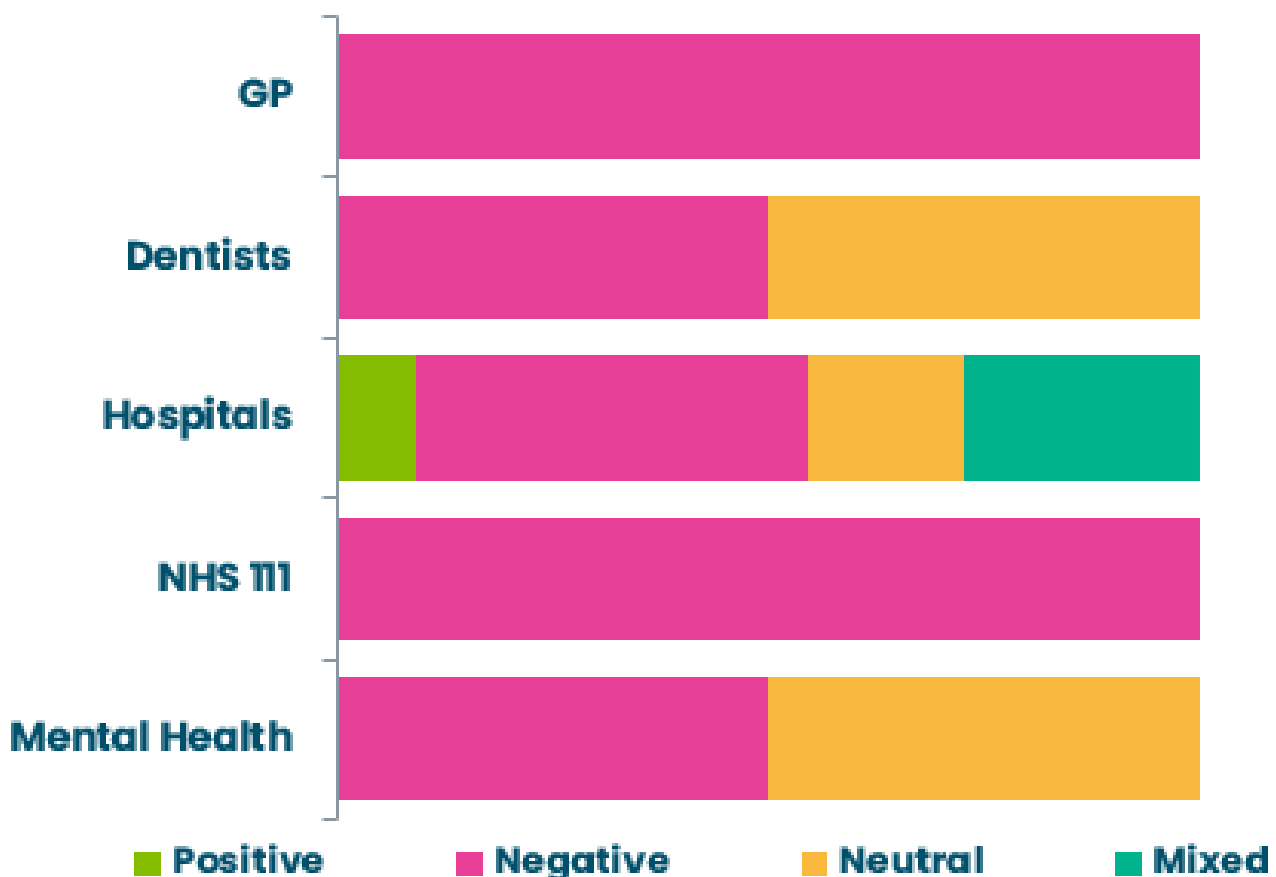
We continued to hear about:

- Challenges accessing support from NHS 111 including long waits for call backs
- Issues with NHS complaints handling and long waits for responses
- Lack of support and information from GPs for diabetes patients

New feedback themes this month included:

- Poor inpatient care for cardiology patients
- Long waits for Adult Social Care assessments
- Difficulties for working adults to get GP appointments and be available for unscheduled call-backs

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:



- "No advice offered for lifestyle changes relating to type two Diabetes"
- "It is becoming very difficult to get an appointment with a GP, especially if you are at work"



- "The cardiology consultant didn't want to answer any questions. Sent me for an unnecessary angiogram. Never called me about MRI results just wrote to my GP. Been diagnosed for 2 years and zero support"
- "The virtual fracture clinic service was ace: online but always someone to ring back and discuss if needed, perfect mix of approach, you feel seen and supported"
- "Bad infection control"
- "I spent two nights in the corridor of the Acute Medical Unit...dumped opposite the toilet so no peace"
- "My close friend ended up in a corridor for 3 days not seen by a doctor, left to self medicate herself plus nurses did not give her what the admitting doctor prescribed , no drinks offered no privacy"



- "No call back – so I rang back and was told a call back would take a while. No help whatsoever. I'm now going to try waiting in A&E"
- "They need to start listening to what people are saying not just follow questions on a screen"
- "very poor service"

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

I need help to lose weight, but I'm not eligible for weight loss medication on the NHS

We did

We signposted the enquirer to [One You East Sussex](#) which provides a free health and wellbeing service for East Sussex residents.

Their services including a digital weight loss programme as well as 1-to-1 support, group support and exercise support.

I'm waiting for a kidney transplant and don't feel adequately supported

We provided details for [Kidney Care UK](#) and the [National Kidney Foundation](#) which both have helplines for patients. Both organisations offer support and advice including pre-transplant information. The [South Eastern Kidney Patients Association](#) is a registered charity based at the Sussex Kidney Unit which helps kidney patients in Sussex.

I'm retired and live alone and would like to meet others or access a befriending service

We shared information about local groups listed on the East Sussex Community Information Service online community directory, [ESCIS](#), as well as the [Age UK Telephone Friendship Service](#), and [The Silver Line Helpline](#). We also suggested they consider accessing their local social prescribing service via their GP practice.

Testimonials

Thank you for your ongoing support with this

Thank you so much for your speedy response

Thank you very much for your support

Our activity

During August we met with other local Healthwatch, local authorities and NHS Surrey and Sussex, to discuss the future options for public and patient voice following the government's planned abolition of Healthwatch. Discussions explored the opportunities and risks of change, and the crucial importance of placing patient and public views at the heart of health and care decisions.

We shared examples of individuals facing challenges accessing services at their GP practice, with NHS Surrey and Sussex who commission these services locally. Feedback suggested inconsistencies in experiences of patients, both within and between practices, with some people feeling excluded or unsupported..

We heard some patients were not given a choice of contact method, the Accessible Information Standard was not being adhered to, and patients continue to be told to call back, all of which contradicts government guidelines.

We published our findings and recommendations from a project mapping the availability of NHS Prescription Prepayment Certificates (PPC) and medication disposal at pharmacies in Eastbourne.

We found only 1-in-10 local pharmacies stocked paper forms to support PPC applications or accepted cash payments for them, and promotion of PPCs to eligible patients could be increased to help reduce the costs of medication.

We compiled the feedback Healthwatch East Sussex has received in the last 12 months from neurodivergent people about their experiences of accessing health and care services.

We shared this with colleagues at East Sussex County Council, who are undertaking a review into crisis support services and community provision for neurodivergent people, so local people's views can be considered. We have also shared this insight with other commissioners and providers of services.

Share your experiences of health and care: [Feedback Centre](#)

Support with questions or queries:
enquiries@healthwatcheastsussex.co.uk
or
0333 101 4007

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