

You Said, We Did

February 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:

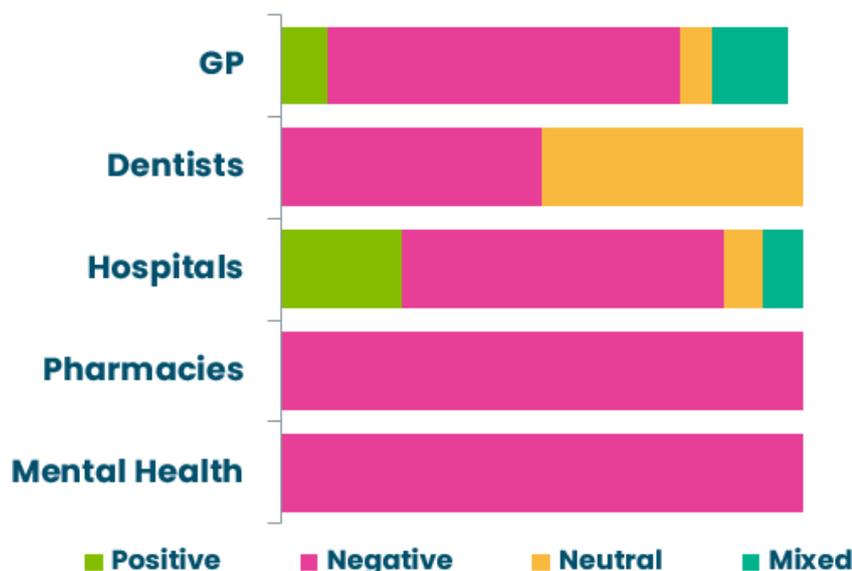
- Summarises what we have heard via our [Information and Signposting](#) service and from our engagement work this month
- Explains how we've used your feedback about services to make a difference
- Outlines some of the activities we have been involved in

This month, we received **82** enquiries to our Information and Signposting service and engaged with **42** people through our engagement work.

We continued to hear about: long waits and communication issues when trying to book a GP appointment, dissatisfaction with complaint responses, problems with hospital discharge processes, and difficulties updating prescription changes.

New issues this month included: varied experience of maternity care, lack of support for parents following children's autism diagnoses, long waits for physiotherapy, complications and delays with referrals from GPs to hospitals, disjointed triage via 111, and stress caused by limited parking when attending medical appointments.

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:

Positive

Negative



GP Services

"I wanted to share the excellent care I received. After submitting a request online on Tuesday, I was booked in for an appointment on Wednesday. I felt listened to and had ample time to discuss my needs."

"GP was not able to answer simple request for assistance."

"Extremely difficult to get an appointment at all, let alone if you work."

"It has become virtually impossible to access our local surgery."



Hospitals

"I experienced professional, efficient, caring and personal health care for body and mind during my stay. Also very clean and comfortable hospital."

"After waiting many, many hours I decided I would be better off at home."

"I called them every day for two weeks and left a voicemail each day. No response so I gave up."

"[They] did not listen."

"I could not have been better cared for: extremely pleasant staff at all levels."



Maternity care

"I had great midwives and doctors. I felt cared for and looked after by them."

"Received outstanding care from the midwives for my home birth".



NHS 111

"A triage failure. They did not call back for three hours after the first call and long after I had already left to go to the hospital."

"They never seem to be able to deviate from a script."

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'm looking for information about community advocacy services

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

We also provided our information articles explaining [community advocacy](#) and [independent advocacy](#).

We did

I want to request a second opinion about my cancer care

We shared guidance about getting a second opinion from [Macmillan](#), the [Patients Association](#) and [Healthwatch England](#).

We provided information about the [Right to Choose](#), which in many cases, allows patients to decide where they would like to receive their NHS care.

Are people with a learning disability entitled to an annual health check?

We confirmed that [annual health checks](#) with a doctor or nurse should be carried out for anyone aged 14 or over who's on their doctor's [learning disability register](#).

We shared information from [NHS Sussex](#) about this process.

Testimonials

"Thanks for your support in this matter."

"I had no idea you existed, but you've been so helpful"

"You've really listened to me and been so supportive. I didn't expect you would be so helpful"

We undertook several visits to Emergency Temporary Accommodation (ETA) in Hastings, to improve our understanding of how this type of housing affects people's access to health services. We received a range of feedback from people highlighting areas of good practice as well as areas for improvement. These included making health and care services more accessible and being more understanding of individual's needs.

We launched an [online survey](#) to hear about young people's experiences of using nicotine pouches, including how and why people choose to use them, and any health impacts they have experienced. We will share our findings with East Sussex County Council and Public Health, as well as NHS Sussex and our other partners.

Later in the year we will continue this work by hosting an all-age nicotine pouches survey to hear the experiences of different age groups.

We continued our [Eastbourne Listening Tour](#) and relaunched our [online survey](#) to hear from members of the public. We attended a variety of community groups and hosted a Listening Tour workshop for partners and the public.

Through these activities we heard a range of experiences and issues, including:

- difficulties people with mental health needs can have when accessing health service
- how phone anxiety can affect people and create barriers preventing people from booking or attending GP appointments
- the need for community spaces that co-locate NHS services with voluntary services to help improve awareness of and access to different services.

We attended two support groups run by [Amaze Sussex](#) for parents and carers of children with disabilities to learn about experiences of health and social care.

We heard about long waits for support and diagnosis, difficulties accessing [Education, Health and Care \(EHC\) plans](#) and paying privately to access certain services promptly.

Share your experiences: [Feedback Centre](#)

Information and Signposting: enquiries@healthwatcheastSussex.co.uk or
0333 101 4007

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