

# You Said, We Did

## January 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.

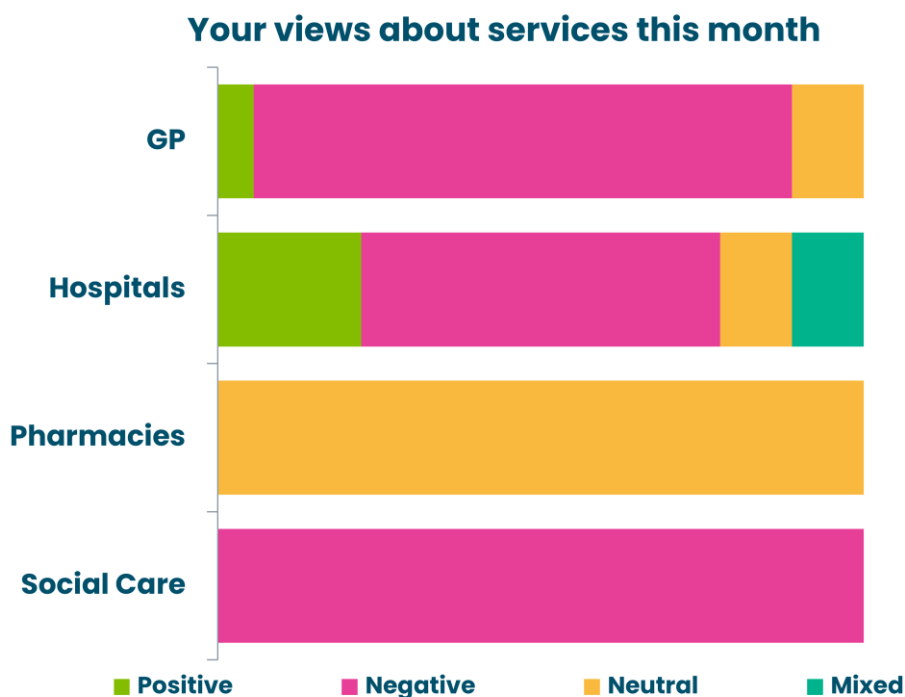
### This report:

- 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 **38** enquiries to our Information and Signposting service and engaged with **83** people through our engagement work.

**We continued to hear about:** difficulties booking GP appointments, variances in adherence to the [GP charter](#), dissatisfaction with long waits and care at A&E, delays to complaint responses, and obstacles to registering with a GP.

**New issues this month included:** challenges with palliative care provision at home, administrative issues with referrals from GP to hospital, inaccuracies in patient medical records, and difficulties changing emergency contact details with services.



# 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



"Excellent GP and practice"

"I'm grateful for the support and level of trust at my GP"

"I was able to get a next day appointment after ringing the practice in the afternoon"

"Rang dead on 8am. 15th in list. Surgery has apparently 120k patients. Cannot cope!"

"Cannot get an appointment with GP face to face - only on the phone and often fobbed off"

"Phlebotomist did not wash their hands in water or gel, did not wear gloves"



"Corridor treatment, but staff were brilliant and so attentive"

"I was scared to do this test, but when I arrived, I met the staff who make it look very easy and they were there checking on me from start to end!"

"The team remained calm, professional, and well organised"

"Hospital was too full to take husband in overnight"

"Treatment was poor"

"I had to wait nearly 4 hours in a freezing cold waiting room full of people coughing, just to spend 3 minutes with a doctor"



"I made a complaint in August, it was acknowledged with a promise to reply within 30 days - they failed to ever contact me again"



**NHS 111**

"Excellent service. Answered all my questions. Doctor phoned back as they said he would. Prescription sent to local pharmacy without hassle"

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

My carer won't let me see what is written in my notes

## We did

We shared information about personal data rights, including a legal right to request to see information that is held about you. We shared a [guide to subject access requests](#) by the Information Commissioners Office and the requirement for receiving organisations to respond within 30 days.

I have not received a response to my complaint to my healthcare provider

We contacted the NHS Trust to escalate the individual's concerns and requested a response. We also provided the enquirer with details of the [Parliamentary and Health Service Ombudsman \(PHSO\)](#) that can investigate healthcare complaints.

My relative has received an unfair eviction notice from their care home

We shared information from [Care Rights UK](#) including a factsheet with information on what to do when this happens and appealing an eviction notice. We also shared information produced by Age UK on [How to Choose the Right Care Home](#) if they were to need to find an alternative home for their relative.

## Testimonials

"Thank you so much for your super prompt reply"

"Thank you for listening to me, it means a lot. And thank you for helping me to know what I can do to help my relative."

"Thank you for outlining my options. I will take the time to decide what's best."

# Our activity

In recent months, we have received feedback about the varied provision of blood tests at GP practices, especially where these are requested by other health professionals. We summarised the feedback, outlining the key impacts on patients and shared this with colleagues at NHS Sussex (Sussex Integrated Care Board). We highlighted the lack of consistency of blood test provision in primary care and the potentially negative impacts this may have on health inequalities and outcomes for patients.

We heard from students at East Sussex College (Lewes) about their experiences of GP services, and they told us how they felt children and young people were supported by their practices. Students also shared their experiences of using nicotine pouches and smoking, with some students sharing that although they had asked their GP for help to stop smoking, they hadn't received any support or information about where to go for help with this.

Our engagement team visited Staplecross Lunch Club, hearing largely positive experiences of local GP services and good availability of appointments at Northiam GP Surgery. People also shared that travelling to other healthcare settings, such as Conquest Hospital, can be challenging for those relying on public transport, as well as for those who drive, due to a lack of available parking. People valued health professionals visiting the lunch club, and an outreach hearing clinic was well used and received by attendees.

**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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