

You Said, We Did

July 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 **44** enquiries to our Information and Signposting service and engaged with **119** people through our outreach work.

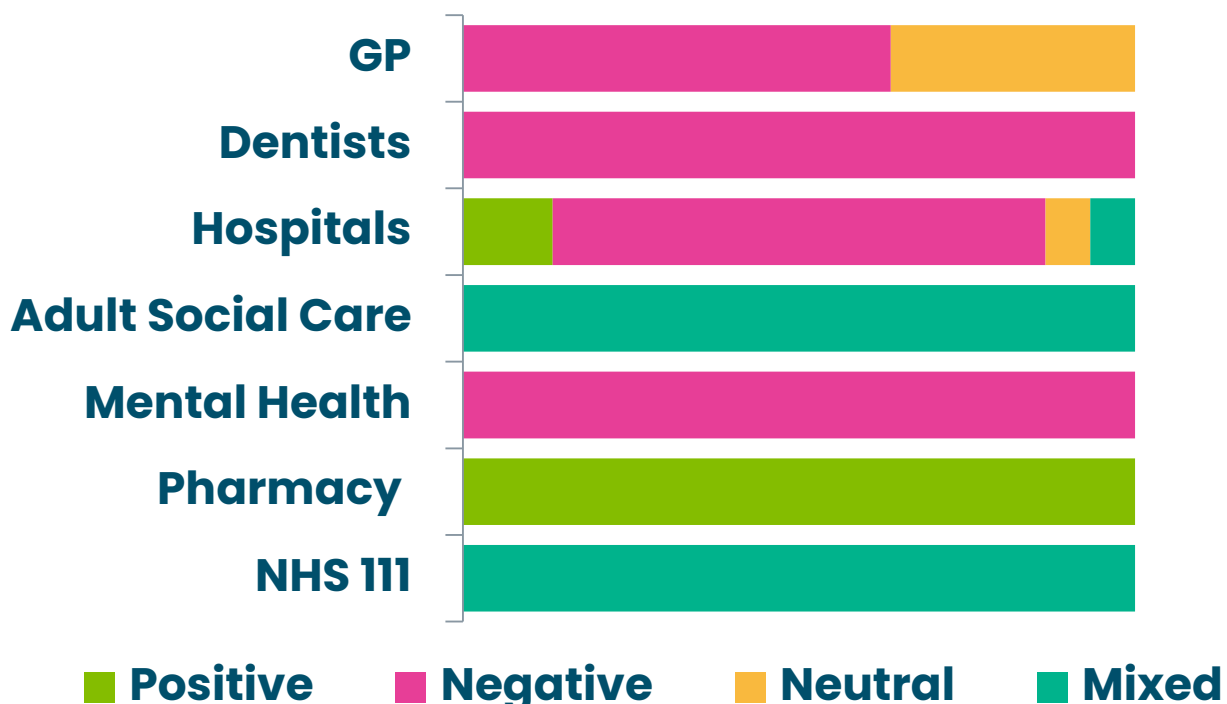
We continued to hear about:

- GP practices only permitting appointment requests to be made digitally
- a perceived lack of support for diabetic patients in primary care
- delays with GP allocations and registration
- queries related to age-related hearing services

New feedback themes this month included:

- positive experiences of using pharmacy services
- use of amalgam dental fillings in children
- patient choice regarding referrals to consultant-led services
- appreciation for hospital stroke care services

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

- "GP Surgery often has no doctor or nurse available at least one day a week"
- "Appointment with nurse was cancelled three times at short notice"
- "Couldn't use online booking system so called NHS 111 who made me an appointment for that afternoon"
- "Getting past the administrative staff is a problem"



Hospitals

- "Long and very uncomfortable wait in A&E on very hard chairs"
- "Always a pleasant experience in a well organised (phlebotomy) department"
- "The staff were so lovely and caring they couldn't have been better"
- "My appointment was cut short because the consultant wanted to speak to a visiting retired colleague"



NHS 111

- "111 were great. Referred me to Urgent Care."



Pharmacies

- "I receive the most excellent and caring help from this pharmacist and his team"

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 to contact the hearing service, but can't get through

We informed the enquirer about recent changes to local hearing services, where care has transferred from hospital settings to community-based providers. We shared information, including the [contact details](#) for the new service providers, which is available to patients.

I need heart surgery and have no way to get to the hospital

We provided details for [EMED](#) the provider of Non-Emergency Patient Transport Services, which provides transport to medical appointments for eligible patients. We also shared information about the [NHS Healthcare Travel Costs Scheme \(HTCS\)](#) which refunds reasonable travel costs for eligible NHS patients.

I need help with my housing transfer request, which is based on medical grounds

We shared information and signposted to services that could provide specific advice regarding housing transfers, including, [East Sussex County Council](#) which outlines the housing services run by district and borough councils and [Possability People](#) which provides advice and support for disabled people in Sussex.

Testimonials

Thank you very much for your swift response

Thank you for your prompt response and for guiding me through this process

I greatly appreciate your efficiency and support

Our activity

We attended an Icklesham tea and cake event, hearing from local people about their health and care experiences. We heard about some of the frustrations people have about being sent to healthcare services far from where they live, without being asked, or given any information about support with travel to and from their appointment. We also heard positive feedback about care at the Conquest Hospital's Emergency Department and Eastbourne District General Hospital following a stroke.

On the 4th July, we attended Hastings Market at the Museum. We heard mixed experiences of waiting times at A&E, with some people sharing they have been seen very quickly, while others shared they had to wait a long time. One person told us they waited in A&E for 12 hours before being seen. We also heard from some people who felt they were not being taken seriously by their GP practice, with people reporting that they have been sent away without an investigation into symptoms which are still causing them issues.

During July, we presented at the Vita Healthcare protected learning time event in Eastbourne. We shared information on who Healthwatch are, our role and functions, as well as information on what we are hearing about GPs locally. We shared examples of how GP practices can engage with patients to hear their views and experiences and use this feedback so that services meet people's needs and expectations.

The government has announced plans to abolish Healthwatch in 2027, and these plans may change how patients and the public can share their health and care experiences.

Have your say

This 5-minute poll: [Sharing your feedback about health and social care services](#) is an opportunity to have your say on how you would like to share your experiences of local health and care services in future. Please note, the survey closes on midnight on 17th August 2026.

We will share what we hear with those responsible for deciding the future model of gathering and using patient feedback.

For more information specifically about the survey, please contact: office@hwbh.co.uk or call 01273 234 040.

Share your experiences: [Feedback Centre](#)

Information and Signposting :
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