

# You Said, We Did

June 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 **50** enquiries to our Information and Signposting service and engaged with **91** people through our outreach work.

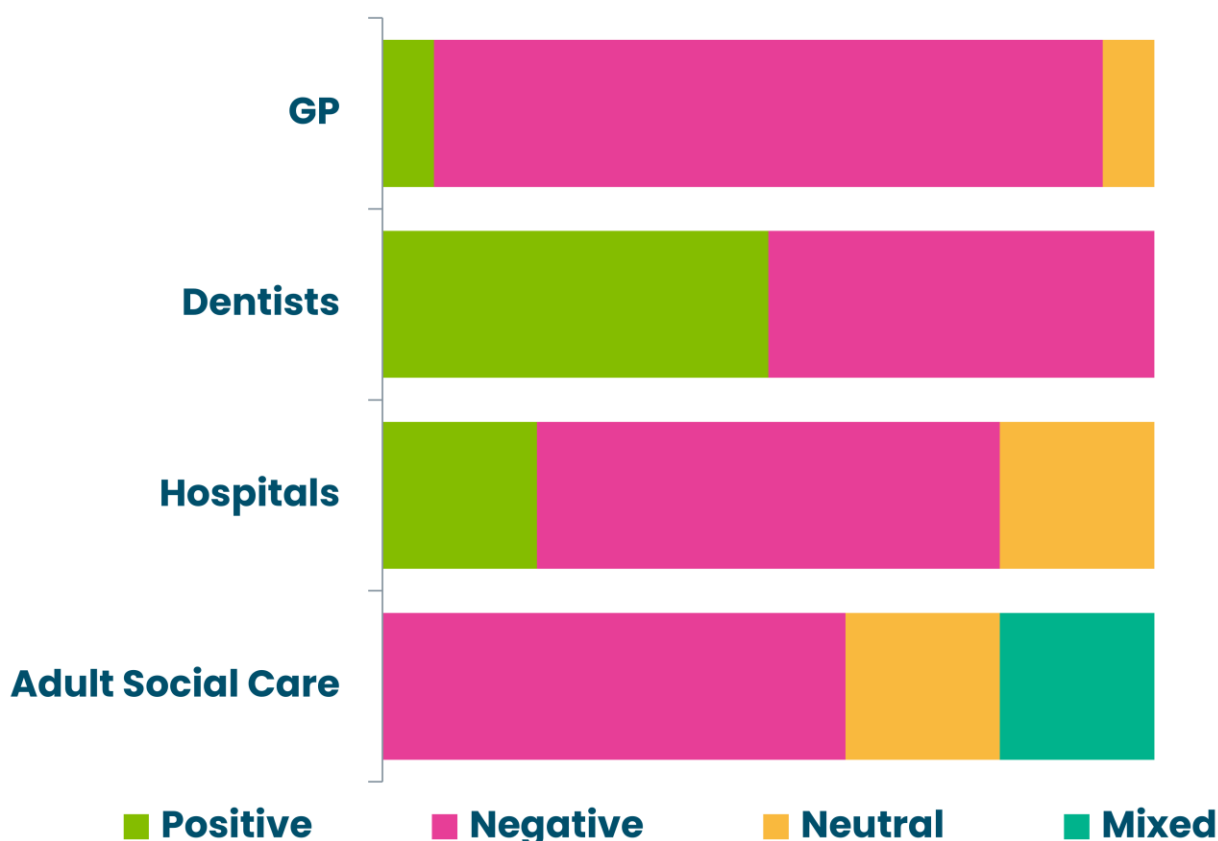
## We continued to hear about:

- issues relating to NHS complaints handling
- difficulties with booking GP appointments, including online systems reaching capacity
- frustration at the 8am rush to request a GP appointment

## New issues this month included:

- a perceived lack of GPs with diabetes specialism and a lack of support for diabetic patients
- issues with the quality and cost of home care services
- non-emergency patient transport service not turning up
- complaints about NHS mental health 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

- "Very helpful, understanding and timely service."
- "The receptionist was incredibly rude and unhelpful. No empathy. She also gave medical advice which was worrying."
- "It was impossible to get an appointment. Had to go to A&E for things that should have been sorted at GP."
- "There is no GP that specializes in diabetic care – they just pass the job to the pharmacist."
- "I will go to A&E now for the problem that my surgery has caused, putting more pressure on the hospital."
- "Unable to get appointment for mum face to face and she's deaf."



### Hospitals

- "The staff on the ward at the weekend were amazing. They went above and beyond in helping me."
- "I really can't thank the staff enough."



### NHS 111

- "It took over 8 hours to get a call back from a clinician. They just said go to A&E."
- "I am extremely disappointed and upset with the level of service I received."

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 disagree with my diagnosis and would like a second opinion

We explained a patient's right to choose whether to accept a diagnosis or treatment plan.

We shared information on how to request a second opinion, including guidance provided by [The Patients Association](#) and [Healthwatch England](#).

Who can I contact about fall detectors and lifeline alarms for my home?

We informed the enquirer that [Livity Life](#) delivers the Adult Technology Enabled Care (TEC) service, which includes fall detectors and lifeline units, on behalf of [East Sussex County Council](#). The East Sussex TEC team can be contacted on 01273 035193 or via email: [EastSussexTEC@livitylife.co.uk](mailto:EastSussexTEC@livitylife.co.uk)

I made a complaint to an NHS service but feel their response is inadequate

We shared information on their option to ask the service provider to give their complaint further consideration and their right to take their complaint to the [Parliamentary and Health Service Ombudsman \(PHSO\)](#) for investigation.

## Testimonials

Thank you so much for your continued support

Thank you for listening and for your help

It has been really helpful talking to you

On 11<sup>th</sup> June, we attended the 'East Sussex Carers Voices – Celebrating Carers Week' event, organised by [Care for the Carers](#). The event brought together carers, NHS and local authority representatives and community groups from across East Sussex to discuss the realities of caring and identify ways to improve support for unpaid carers.

We heard directly from carers who shared their experiences of accessing health and care services and barriers to accessing support. We also heard about the limited understanding of, and support for, people with ME, the difficulties with navigating adult social care services, and the challenges for carers when English is not their first language.

We visited the [Breathe Easy Eastbourne](#) support group after meeting their Chief Executive Officer at the [Eastbourne 999 Weekend](#). We received positive feedback about the Respiratory Team at ESHT, which works with Breathe Easy to support people with lung conditions in the community and minimise avoidable hospital admissions.

We heard patients use the doccla app on their smart phones and found it useful to share information with clinicians at Eastbourne District General Hospital, and inform decision making about admission to the Virtual Ward or A&E.

We started a project working with GP practices across East Sussex to develop an understanding of patients' experiences. Following the initial sign up of two practices in June, we have now visited the practices and carried out 'mystery shopping' of websites and phone messages. We will feed back our findings to the practices so they can support positive changes to patient care. We hope to get more practices signed up to take part and plan to report on this work during the summer.

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

**Information and Signposting :**

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

or

0333 101 4007

**Connect with us:**

[www.healthwatcheastsussex.co.uk](http://www.healthwatcheastsussex.co.uk)

[Facebook.com/HealthwatchEastSussex](https://www.facebook.com/HealthwatchEastSussex)