

You Said, We Did

March 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:

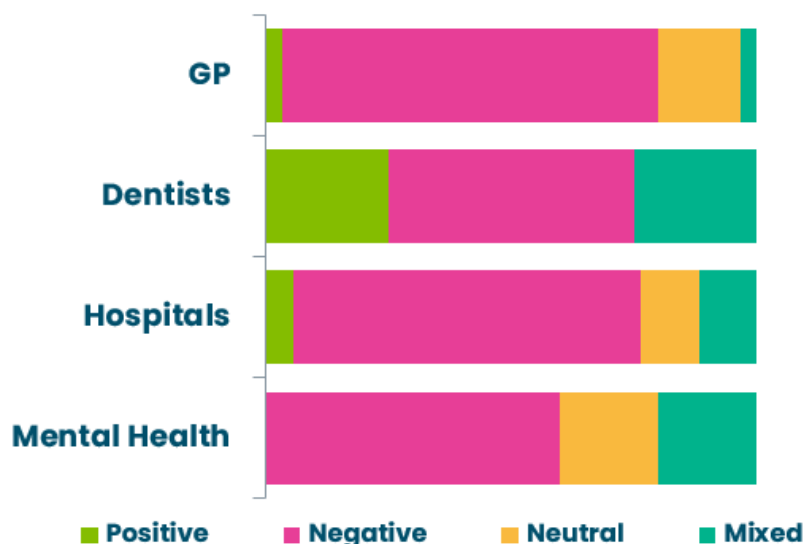
- Summarises what we have heard via our [Information and Signposting](#) service and from our engagement work this month
- Explains how we've used your feedback about services to make a difference
- Outlines some of the activities we have been involved in

This month, we received **88** enquiries to our Information and Signposting service and engaged with **82** people through our engagement work.

We continued to hear about: long waits for GP appointments, challenges with telephone appointments, limited parking when attending medical appointments, especially at local hospitals, lack of call backs from NHS 111 following initial contact, inaccuracies contained in digital health records and long waits for ADHD assessments.

New issues this month included: difficulties accessing information about NHS health checks and screening, availability of diagnostic tests in secondary care, lack of understanding by healthcare staff to support the needs of neurodivergent patients and lack of contact or follow up appointment after hospital procedures.

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

"My GP practice and pharmacy are close together. Both are excellent"

"My own GP is awesome in giving me time and space, she helps me feel heard"

"This practice do not appear to have IT systems that are fit for purpose"

"I have to fight to get appointments"

"Can't get an appointment - I seem to be fobbed off with a non-doctor and no continuity of care"



Hospitals

"Everything went well. Hardly any waiting time"

"Dr explained everything in detail, so I didn't have any questions"

"All care by staff and medical team amazing"

"When visiting A&E recently we waited over 8 hours and didn't feel listened to"

"Lack of parking - queues to get into the hospital"

"Let down by waiting 5 hours for discharge medication"



ADHD assessments

"Been on the adult wait list for ADHD assessment for just over 3 years now and still heard nothing"

"I've been told by CAMHs that they're currently booking appointments for people referred to the service in January 2022"



NHS 111

"When calling 111 I didn't receive a callback and had to contact my GP instead"

"I was told a doctor would ring me back urgently within 30 minutes. 16 hours later I am still waiting"

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 would like to know when I can have an NHS lung health check

We shared information about the [Surrey and Sussex Lung Cancer Screening Programme](#) that is rolling out NHS lung health checks in phases. We explained that the website includes a search function to see when this free NHS service will be available in different areas and that eligible patients will receive an invite in the post.

We did

How can I add my child to my NHS App?

We explained that as a parent, family member or carer, you may be able to add someone to your NHS App. This is sometimes called having a linked profile or having proxy access. It needs to be set up by a GP surgery where you and the other person are both registered. We shared [NHS advice on this process](#), which includes a step-by-step guide.

A change in health means I'm unable to get myself to an upcoming NHS appointment

We provided information about Non-Emergency Transport Services ([NEPTs](#)). In Sussex, this is provided by [EMED](#).

We also shared guidance about [community transport schemes](#) locally should the enquirer not be eligible for NEPTs.

Testimonials

"Thank you so much for your help"

"I feel much better having spoken to you and thank you for your advice"

"Thank you for your quick response"

We attended a Good Future event held at [East Sussex College Hastings](#) and spoke to students as part of our nicotine pouches project. Many of the students we spoke to shared that they had seen promotion of nicotine pouches through social media and had friends who used them and were concerned about addictiveness. Students shared challenges around accessing mental health support, particularly around waiting times, although some students who were currently receiving support were happy with their experiences.

Healthwatch East Sussex volunteers visited the new [Sussex Surgical Centre](#) at the Eastbourne District General Hospital, looking at the environment outside the centre and reception area for patients. Healthwatch is also getting feedback from patients from surveys provided with their discharge packs. The overall feedback from patients is very positive about this new facility, and East Sussex Healthcare Trust has already responded to feedback on improving signage to the centre. We will publish a report on this work in the coming months.

We visited the [Matthew 25 Mission](#) to engage with people as part of our [Eastbourne Listening Tour](#). Matthew 25 Mission support with a wide range of challenges, including homelessness, substance abuse and mental health issues. We spoke with clients who are currently unhoused about their health and wellbeing and how they access health and care services locally. Feedback was mixed with people citing lack of trust as a key barrier to seeking health care.

We attended the East Sussex Neuro-inclusion in Health and Care webinar run by [East Sussex Autism Partnership Board](#), as part of Neurodiversity Celebration Week 2026. The webinar, which you can view [here](#) provided an update from NHS Sussex and partners on the work happening locally to develop neuro-inclusive practices and how the lived experience of neurodivergent people is shaping services.

Share your experiences: [Feedback Centre](#)

Information and Signposting:

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