

# You Said, We Did

May 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:

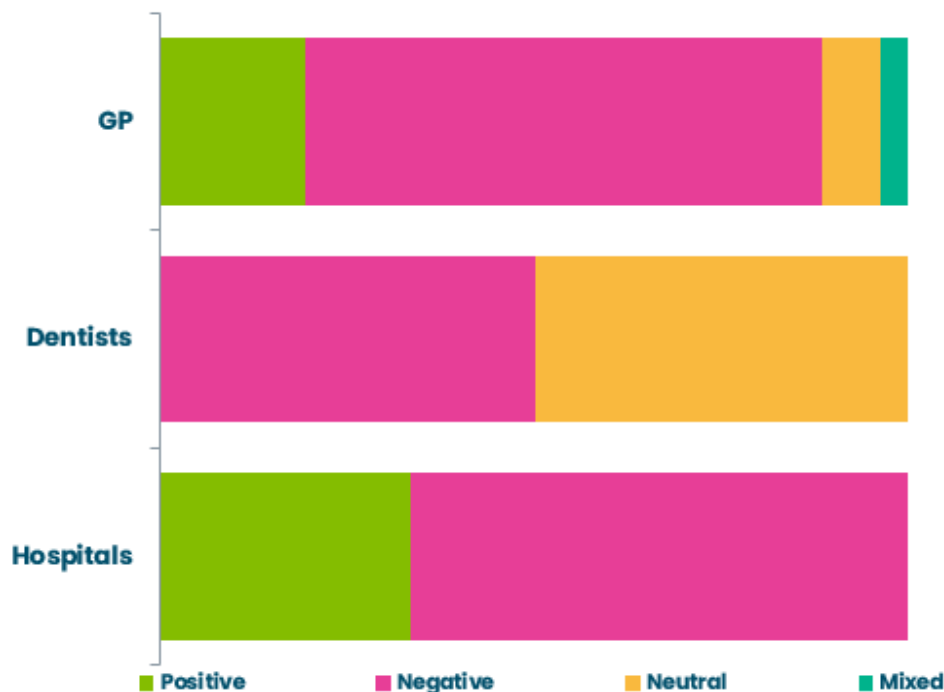
- Summarises what we have heard via our [Information and Signposting](#) service and from our engagement work this month
- Explains how we've used your feedback about services to make a difference
- Outlines some of the activities we have been involved in

This month, we received **50** enquiries to our Information and Signposting service and engaged with **232** people through our engagement work.

**We continued to hear about:** parking problems when attending healthcare and hospital appointments, difficulties and delays booking GP appointments as well as lack of availability for telephone consultations, perceived inaccuracies in patient records and long waits for complaint resolutions.

**New issues this month included:** issues with Right-to-Choose referrals to secondary care services, penalty charges for mistakenly accessing free NHS dentistry, queries about how to obtain mobility assessments and equipment, and a lack of understanding and support from healthcare staff for neurodivergent patients.

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

- "Yet again no GP appointment. Unable to even get a triage form because all forms had already been allocated! No wonder people end up at A&E."
- "Had to wait THREE MONTHS for a face-to-face appointment. I am hard of hearing, so telephone appointments are a problem."
- "No longer able to phone to ask for a doctor appointment, it has to be done online only using e-consult"
- "Text response stated my problem was urgent but they had no availability. Suggested I contact 111."
- "They listened properly and went over what I needed help/information for"
- "I rang my GP practice at 8am and they rang back about 20 minutes later. I got a same morning appointment and saw a GP."
- "Excellent service. Given face-to-face appointment 1 hour and 10 minutes after phoning."
- "Very well supported and felt listened to."



### Hospitals

- "Parking needs to be suitable for people with children! Unable to get baby out of car safely. I'm appalled and the hospital need to look at their parking and how dangerous it is for parents travelling alone!"
- "The ward had staff shortages, this meant we had to wait a long time before anyone came."
- "I am shunted from physio to pain clinic, but no one seems to understand or have any solutions."
- "I had a cardiac ablation procedure. All the staff were excellent and the care was exemplary."
- "My relative felt so faint she slid to the floor and the receptionist continued to ignore her."

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

## We did

How can I be added to my GP practice's learning disability register?

We shared NHS England guidance on the requirement for GP practices to keep a [register](#) of patients that have a learning disability. We also signposted to [Mencap](#) which has further information on their website about how to discuss this with your GP.

I need help to challenge an unfair NHS penalty charge

We provided the contact details for [NHS Business Services Authority](#) which oversee penalty charges. We also signposted to [The Advocacy People](#), so that the individual could get support to make a formal complaint if necessary.

What support is available for disabled people who need mobility equipment?

We signposted to East Sussex County Council's [Equipment, adaptations and mobility assessment](#), which can identify what support or equipment an individual might benefit from. We also provided information about the [Motability Scheme](#) as shared details about the disability charity, [Scope UK](#).

## Testimonials

"Thank you so much for this and all your help, I am so grateful."

"I do thank you for your ongoing assistance in this."

"Thank you. I feel less overwhelmed by it all now."

We joined a [Care for the Carers](#) support group in Polegate. Members of the group shared examples of being sent far from home to access specialist treatment services without being asked if they would be able to make the journey, and without being given any information about what to do if they (or the person they care for) needed support with travel. Members of the group also shared their experiences of long waits for dermatology services, although it was felt that the care received was good once they were seen.

We attended a [Bexhill Primary Care Network](#) (PCN) wellbeing event at the De La Warr Pavillion. We heard about long waits to access GP appointments, with some individuals sharing that they had been unable to book a same day appointment for an urgent health need, even when contacting their GP practice early in the morning. We also heard about the challenges for some people in using digital systems for booking appointments, as well as a lack of face-to-face appointments at some GP practices. Positive experiences were also shared.

We spoke to 174 individuals as part of the [Eastbourne 999 event](#) and heard about people's experiences of a wide range of health and care services including GPs, dentistry, pharmacy, audiology, adult social care and mental health services, among others. We will share more feedback from this event soon.

We held an in-person Healthwatch volunteer meeting in Bexhill where our volunteers heard about upcoming Healthwatch projects and shared their recent experiences of services, including community dermatology, audiology, and accident and emergency at Eastbourne District General Hospital. We will share these insights with colleagues at the Care Quality Commission and East Sussex Healthcare Trust at our quarterly meetings. If you are interested in volunteering with Healthwatch East Sussex, please get in touch via the details below or via email: [volunteer@escv.org.uk](mailto:volunteer@escv.org.uk).

**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)

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