

You Said, We Did

November 2025

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:

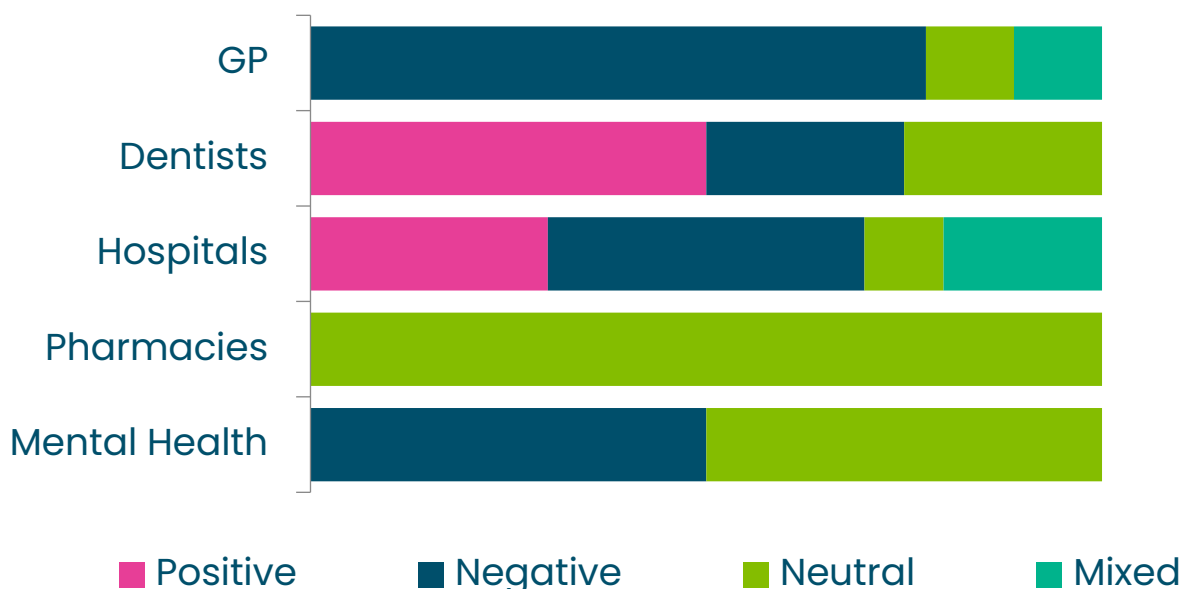
- Summarises what we have heard via our [Information and Signposting](#) service and from our engagement work this month
- Explains how we've used your feedback about services to make a difference
- Outlines some of the activities we have been involved in

This month, we received 35 enquiries to our Information and Signposting service and engaged with 157 people through our engagement work.

We continued to hear about: difficulties making a GP appointment, dental practices no longer providing NHS services but offering private provision, issues accessing medications and delays for routine prescriptions.

New issues this month included: mixed experiences of people using digital tools to access services, lack of support for people with complex mental health needs, incomplete referrals from GPs to secondary care services, mixed experiences of patients attending A&E.

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:

Positive

Negative



GP Services

- "The new booking system is such a great improvement"
- "The online triage worked really well for me"

- "We need people, not AI"
- "The receptionist told me that...I didn't have a right to see a lady doctor"



Dentists

- "I called my dentist about an abscess and was given an appointment for that morning"

- "Dental services are still quite inaccessible in our area as they will only take private patients"



Hospitals

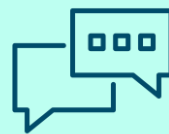
- "I want to thank all the staff at A&E...for their kindness and amazing care"

- "My recent experience of A&E was awful"



Pharmacies

- "My Pharmacy always has the required medications in stock and is excellent"



Child and Adolescent Mental Health Services (CAMHS)

- "The process and different areas of CAMHS wasn't clearly explained. Better communication to understand CAMHS pathways is very much needed"

Your views help us understand what works well and what needs to change.

We want to hear positive stories, as well as mixed experiences, and where things need to improve.

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 am dissatisfied with my GP practice's complaints process

We received several enquiries of a similar nature about the same GP practice. We informed the practice for their internal awareness and consideration. We also shared these concerns with [NHS Sussex](#) and the [Care Quality Commission](#) (CQC) for their insight and investigation.

A Right to Choose provider won't deliver the blood test they say is necessary

We asked [NHS Sussex](#) about the commissioning arrangements. They confirmed the provider's contract includes an agreement to carry out blood tests necessary for prescriptions and said they would investigate further. We asked for response from the provider and await resolution.

I'm struggling to get help with an infected wound

An individual had already contacted their GP, hospital outpatients department, NHS 111 and A&E for guidance, but their infection persisted. We explained the process of [getting a second opinion](#) and provided details of [Urgent Treatment Centres](#) locally for review by a healthcare professional that day.

I am concerned about the content of my GPs social media

We reviewed the [guidance](#) from the British Medical Association (BMA) on social media, ethics and professionalism. We anonymously shared the patient concerns with the GP practice for their internal review in consideration with their own social media policy. We highlighted NHS values of inclusion.

Testimonials

"Thank you again for your continued help"

"I'm very grateful for the information"

"Thank you so much for your time and effort with this"

Our activity

Activity

Healthwatch East Sussex Staff and Volunteers attended The East Sussex Care Awards 2025, organised by [East Sussex Partners In Care](#), which celebrated the dedication and contribution of the local care workforce.

Our volunteers are busy mapping East Sussex GP websites to see if new guidelines, [You and your GP](#), are being publicised by local practices. They have been developed to help patients understand what to expect from GP services.

We attended local hospital clinics to gather people's experiences of using the [Non-emergency Patient transport Service \(NEPTS\)](#) as part of wider service-user engagement across Sussex.

We attended four Eastbourne foodbanks to hear about people's experiences of accessing health and care and attended a parent/carer group run by [Amaze Sussex](#) to hear feedback regarding services for young people with special educational needs and disabilities.

Outcome

Healthwatch East Sussex volunteers received the Special Recognition Award for their contribution to championing the voices of people with care and support needs.

The mapping exercise will identify if the guidelines are available to patients via their practice website and if practices have amended their opening hours to Mon-Fri, 8am – 6.30pm, as required. We will be sharing the findings from the mapping with [NHS Sussex ICB](#).

The insight gathered from this face-to-face engagement will provide further understanding of the experiences of NEPTS users and will be shared with NHS Sussex ICB as the commissioner, and [EMED](#) as the local service provider.

We regularly share what we are hearing with NHS and local authority colleagues to ensure the voices of our local population are considered. This insight is used by the providers and commissioners of services to understand what is working well and to identify areas for improvement.

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

Information and Signposting : enquiries@healthwatcheastsussex.co.uk or 0333 101 4007

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