You Said, We Did

October 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 **54** enquiries to our Information and Signposting service and engaged with **60** people through our outreach work.

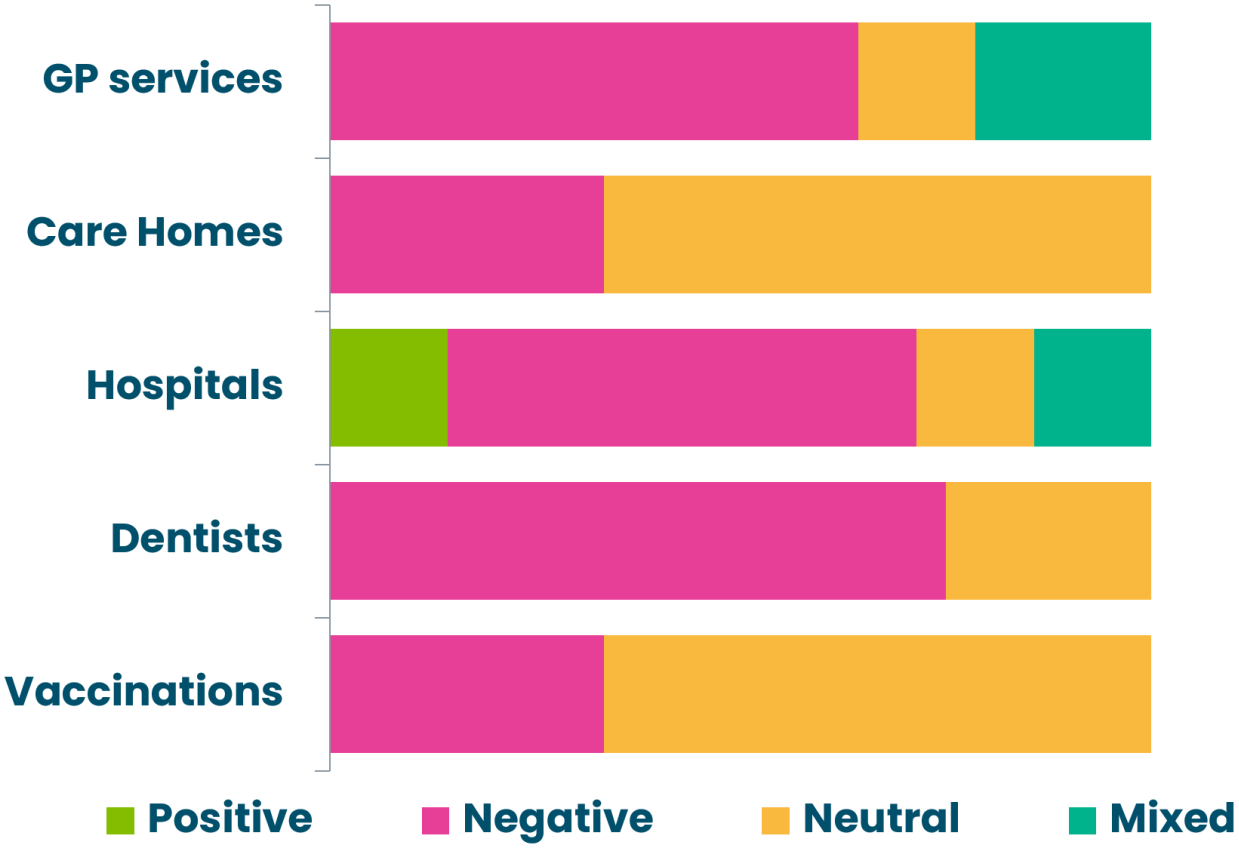
We continued to hear about:

- Long waiting times for secondary care appointments
- GP practices limiting access methods to requesting appointments
- Inaccuracies in patient medical records

New feedback themes this month included:

- NHS dental appointments being cancelled at short notice due to dentists using up all their allocated NHS funding
- Enquiries regarding vaccinations including the provision for housebound patients and those unable to have the Moderna Covid-19 vaccine
- Concerns about the use of Artificial Intelligence (AI) within the NHS

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

- "I don't have an example of what went well. Getting an appointment is difficult, some of the staff are rude and unhelpful."
- "There is little or no continuity of care, there are inaccuracies in my medical records, and I have not seen my actual assigned GP since 2020."
- "There are simply never any appointments available and trying to book by phone can take up an entire morning or afternoon. My own health issues were not taken seriously. "
- "GP listened well, seemed concerned, resolved issues."
- "The GP surgery needs replacing as it's barely fit for purpose due to size and age"



Hospitals

- "My treatment within the outpatient's department was quick, friendly, informative and caring."
- "Great staff but they're overwhelmed with the numbers of patients."
- "I have to wait between another 22 to 44 weeks for an already overdue appointment."



Dentists

- "Unable to find and register with an NHS dentist so having to go private. Our savings are being spent on tooth care. "
- "My daughter's dentist cancelled her appointment less than 24hrs before her appointment. They said they had run out of NHS funding."

Your views help us understand what works well and what needs to change.
Please share your feedback here: Feedback Centre.

healthwatch East Sussex

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 get a blister pack of my prescribed medication?	We explained that blister packs are not an automatic right and a pharmacist must carry out an assessment of your needs. This is to determine whether a blister pack is a necessary and reasonable adjustment because of a disability. Where individuals do not meet this criteria, some pharmacies may provide blister packs as a paid for service.
I am concerned about the poor care my relative is receiving in their care home	We shared guidance on how to complain to the Care Home and to ESCC adult social care. We also explained that safeguarding concerns can be raised with East Sussex County Council and feedback can be shared with the Care Quality Commission which regulates health and care services.
I'm not sure how to book vaccinations for my Dad	We shared details about the national vaccination booking system available via the NHS website, via the NHS App or by calling 119. We also shared the vaccination article available on our website, which includes eligibility criteria for the current Flu and Covid-19 vaccinations.

Testimonials

Thank you for your email and suggestions.

Thank you very much for your thoughtful and helpful response.

Thank you for your response it was most helpful.

Our activity

We attended two Winter Warmth and Wellbeing events in Hastings and Rother, hosted by the local Integrated Community Teams (ICTs). The events provided an opportunity to hear from a range of services about the support they will be offering to residents over the coming months, as well as to speak with members of the public about their experiences of health and care services.

During the events, people raised concerns about access to mental health services in Rother, alongside sharing their experiences of accessing dental services in Hastings and Bexhill. Whilst some positive experiences were shared, concerns were also raised about the cost of dental treatment, including the expense of paying for private care and the affordability of NHS treatment.

Alongside our volunteers, we carried out further Patient Led Assessments of the Care Environment (PLACE) at Eastbourne District General Hospital, Conquest Hospital, Bexhill Hospital and Winchelsea and Rye Memorial Hospitals as well as St Wilfred's Hospice in Eastbourne. Our visits assessed a range of aspects, including building maintenance, cleanliness, food quality and the accessibility of facilities for people living with disabilities or dementia. We also noted several improvements since previous PLACE visits, including updates to outdoor areas and enhanced signage to help people navigate the sites more easily.

We attended the Eastbourne Just Friends group, where we spoke with people about their experiences of health and care services, while also providing information and signposting support. Feedback was generally positive about the services delivered by GP practices and Eastbourne District General Hospital (EDGH). However, people also highlighted some challenges associated with travelling to access services outside Eastbourne, particularly when treatment is not available locally and requires a journey to Conquest Hospital.

Share your experiences of health and care: Feedback Centre

Support with questions or queries:
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