

You Said, We Did

September 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:

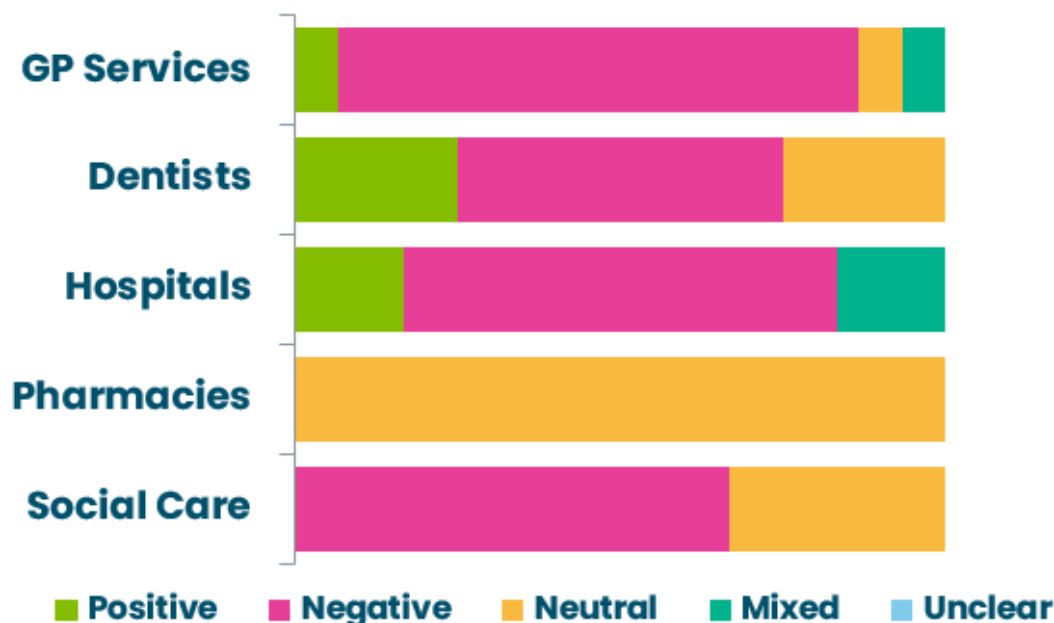
- Summarises what we have heard via our [Information and Signposting](#) service and from our engagement work this month
- Explains how we've used your feedback about services to make a difference
- Outlines some of the activities we have been involved in

This month, we received 45 enquiries to our Information and Signposting service and engaged with 195 people through our outreach work.

We continued to hear about: difficulties and delays making a GP appointment, questions surrounding complaints processes, issues accessing Non-Emergency Patient Transport Services (NEPTS).

New issues this month included: Dissatisfaction about strict NHS eligibility criteria for weight loss injections, long waits to be seen in secondary care, and a lack of regular reviews for chronic conditions.

Your views about key 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

- "Good GP surgery but could be better if you had the chance to see same GP for ongoing medical problems"

- "I have not had a review for my chronic pain since diagnosis 3 years ago"



Hospitals

- "All the staff were helpful, explaining everything including when to expect results"

- "The standard of nursing was atrocious"
- "An urgent referral is taking over 20 weeks for appointment"



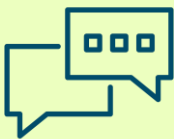
Ambulance Service

- "A fantastic paramedic helped me"
- "I received a call back from a knowledgeable paediatric practitioner within 15 mins"



Dentists

- "I've been overcharged for substandard treatment"
- "My new tooth has now broken off and I would like to submit a complaint"



Health in Mind

- "My referral to Health in Mind was actioned quickly and I had an assessment within a week"



Patient Transport

- "I've been told I'm no longer eligible for non-emergency patient transport services (NEPTS) despite a deterioration in my health"

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

Are there dental services for children with special educational needs?

We did

We shared information and contact details for the [Special Care Dental Service](#) which provides dental treatment to adults and children who require special care dentistry for a range of different reasons including learning and physical disabilities.

How can I contact the local community advocacy service?

We provided contact information for [South West Advocacy Network](#) who provide a range of advocacy services in the county, including community advocacy. We also shared our online guides to [independent advocacy](#) and [community advocacy](#).

Case study: Right to Choose Assessment for Autism

A parent whose child was showing autistic traits called us for help. They had previously asked the child's school to refer them for an autism assessment. However, due to miscommunication, this had not happened, and the parent wanted to know the quickest way of getting an assessment for their child given the long waiting times for NHS services.

- We explained about the [NHS Right to Choose: for autism and ADHD](#) and available options.
- We provided information on support available from local organisations for families who are waiting for assessment or diagnosis, including the [Pre-Autism Pathway Support](#).

Testimonials

"You've given me some options which is a great place to start"

"I felt totally overloaded but really appreciate you talking to me."

"I appreciate getting some help from someone and not having to go it alone"

Activity

We were invited to meet Wealden District Council planners and the architectural team involved in building the new [Polegate & Willingdon Health Centre](#), to comment on their draft plans.

We attended Freshers Fairs at [Hastings](#), [Eastbourne](#) and [Lewes](#) Colleges, providing information about local health and social care services, and engaging with 165 students and young people.

As part of our [annual Listening Tour](#), we visited Rother to speak with residents and community partners about their experiences of health and care – and their aspirations for the future.

We continue to hear issues about the [Non-Emergency Patient Transport Service](#) (NEPTS) including problems with capacity, reliability, eligibility, safety and last-minute cancellations.

Outcome

We offered suggestions based on feedback we've received about the need for good accessibility, clear signage, privacy and confidentiality, as well as family friendly spaces, for consideration in their design process.

Students and young people told us about their experiences of using health and care services. We also asked about their use of vapes, cigarettes and nicotine products to help us understand trends to inform our future work.

Their feedback helped us understand health and social care experiences in Rother and guide further engagement. We've collated feedback to share with partners and the local integrated community team.

We shared this feedback with EMED the service provider and the service commissioner at NHS Sussex. They are exploring responses to these challenges. An upcoming Healthwatch in Sussex survey aims to gather more feedback from NEPTS users.

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

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

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