

# You Said, We Did

**September 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 **56** enquiries to our Information and Signposting service and engaged with **291** people through our outreach work.

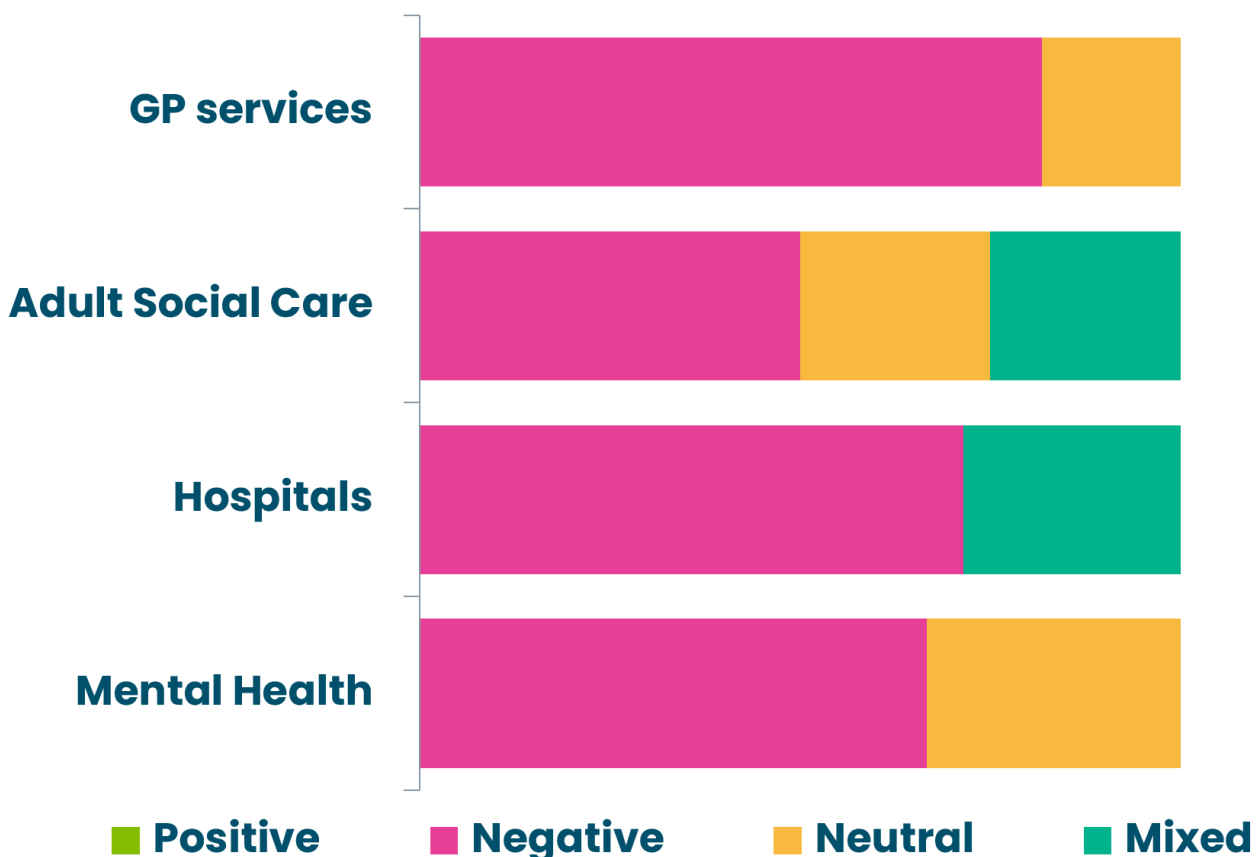
## We continued to hear about:

- Issues with accessing community audiology appointments
- Lack of support for people with eating disorders, and constraints of specialist services
- Waiting times for Autism and ADHD assessments

## New feedback themes this month included:

- Limitations of short term reablement placements
- Poor experiences of hospital cancer treatment
- Issues with hospital discharge

## 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

- "It is really difficult to get an appointment. I understand the reasoning behind the triage system, but in a lot of cases it's just not working. My main gripe is trying to make an appointment"
- "It is becoming impossible for me to access GP care...the system of booking appointments excludes people like me being able to make one. Not everyone can ring or message at 8am"
- "I have experienced issues and poor-quality care I would never expect from a GP practice"
- "unable to book my next appointment which I will need in 3 months time because the rota was not on the system"
- "I raised a complaint about the way I was treated by my GP during a consultation, and they responded by giving me a formal warning which is unjust"



### Hospitals

- "Individual staff are knowledgeable, kind and made me feel safe despite the challenges of the system"
- "I appreciate it was busy, but the overall treatment and care received was appalling"
- "11 and a half hours sitting on a trolley without even being offered a drink of water is unacceptable"
- "Unsafe discharge after 24 hours in resus. Readmission within 24 hours followed by another unsafe discharge days later"
- "They (PALS) barely answer the phone; their communication is appalling and more often than not they simply do not have enough power to help"

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 am having issues trying to get an audiology appointment

We shared information about changes to the providers of age-related hearing loss services and shared a list of new providers for the patient to contact, including local branches of [Specsavers UK](#) and [Scrivens](#) who now provide the service, along with [The Hearing People](#).

I have concerns about my relative's hospital care and treatment

We discussed options for sharing informal feedback with hospital staff and shared details for the [Patient Advice and Liaison Service \(PALS\)](#). We also provided information about the NHS complaints process and the availability of independent NHS Complaints Advocacy Service, provided locally by [The Advocacy People](#).

My relative has been diagnosed with cancer so I'm looking for reliable cancer care advice

We shared information about [Macmillan Cancer Support](#) for medical practical and emotional advice, [Cancer Research UK](#) to speak with cancer information nurses, [Marie Curie Support Line](#) for support regarding terminal illness, and the [Cancer Care Map](#) which provides a simple online resource that helps you find local cancer support services.

## Testimonials

Thank you so much for your prompt and helpful response

I probably wouldn't have persisted without your guidance

Thank you for all your help and support

Alongside our volunteers, we carried out seven [Patient Led Assessments of the Care Environment \(PLACE\)](#) at Sussex Community Foundation Trust and Sussex Partnership Foundation Trust hospital sites. Our visits look at a range of aspects related to the hospital environment, including cleanliness, building maintenance and food quality, as well as how accessible the sites are for people with disabilities or dementia. We will be undertaking further visits to other hospital sites run by East Sussex Healthcare NHS Trust during October.

We visited colleges in Hastings, Lewes and Eastbourne as part of their freshers' fairs, speaking to students about what support and information should be available to people about nicotine products. Students told us that they would like more reliable information about the potential health impacts of products such as vapes and nicotine pouches, as well as more information about addiction and support to stop or reduce how much they vape.

Students also shared their experiences of healthcare services, with students in Lewes and Eastbourne sharing positive experiences of their GP practices.

Vicki Harrison-Carr, the CEO of our host organisation [East Sussex Community Voice \(ESCV\)](#), took part in an interview about Healthwatch East Sussex with Sally Markwell from Seahaven FM. During the interview, Vicki shared information about the work of Healthwatch and discussed the theme of women's health. You can listen to the interview [here](#) by scrolling down to the show on Wednesday 23<sup>rd</sup> September at 7pm, called 'Sally Markwell with Healthy Talk'.

At end of the September, we attended the Live Well, Age Well Fair in Bexhill. The event was well attended, and we spoke to over 70 people about their experiences of local health and care. We heard about issues using the NHS App, difficulties in accessing local GP services and frustration around urgent care wait times. We also heard positive feedback about local dentists and pharmacies.

**Share your experiences of health and care:** [Feedback Centre](#)

**Support with questions or queries:**  
[enquiries@healthwatcheastsussex.co.uk](mailto:enquiries@healthwatcheastsussex.co.uk)  
or  
0333 101 4007

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