

Information and Signposting Service:

Enquiries during May 2022

The Healthwatch East Sussex Information and Signposting (I&S) Service helps people to access the right health or social care service or organisation for their needs.

We also offer information if people want to share their experience or make a complaint.

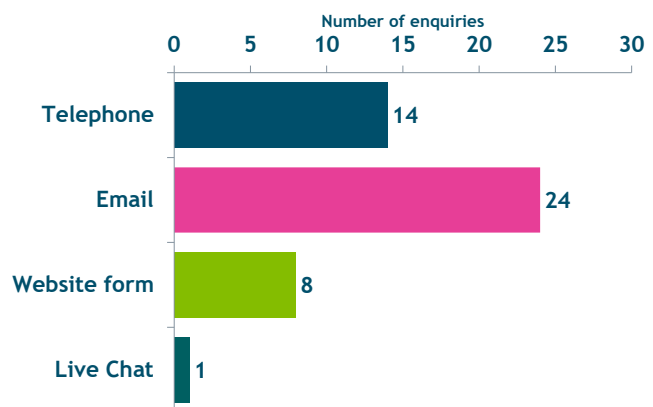
An overview of the enquiries we received in May 2022

Method of contact

We received 47 enquiries to our I&S service during May 2022, up from 34 in April.

The most common method by which people made their enquiry was by email, followed by telephone call.

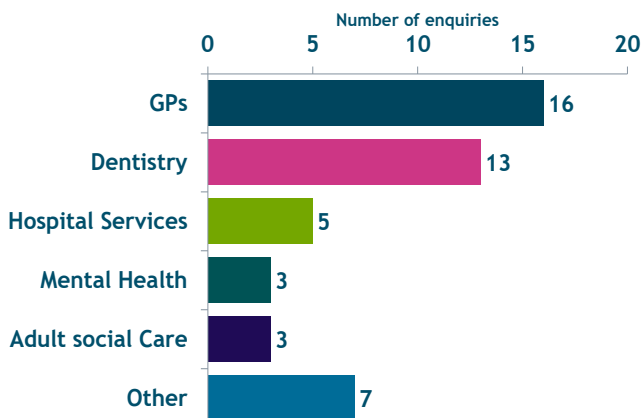
8 enquiries were made through the Healthwatch England website.



Enquiry themes

The main enquiry themes in May were GP services (16) and NHS Dentistry (13), with several enquiries regarding Hospital services, Mental Health and Adult Social Care.

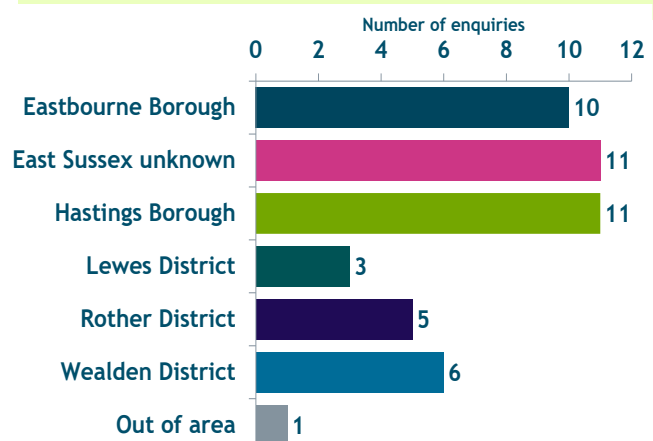
In addition, 7 enquiries were regarding other specific or multiple services.



Location of enquiries

The most common locations for enquiries received during May were Hastings Borough (11), closely followed by Eastbourne Borough (10).

In addition, 11 enquiries had an unspecified location within East Sussex.



Five most common enquiry themes:

GP Services (16)

We received 16 enquiries regarding GPs in May, which was a comparable number to 17 which were received in April 2022.

Key themes included patients being unable to get through to their surgery over the phone and the lack of available face to face appointments.

Dentistry (13)

Dental enquiries continued to increase in May, from 10 in April, to 13.

12 enquiries were raising concerns about not being able to get an NHS dentist appointment and wanting help to find an NHS dental practice with availability.

Dentistry remains a key cause of concern for many local people.

Hospital Services (5)

Although the number of enquiries about hospital services remains quite low at 5, issues were raised regarding the quality of patient care and treatment.

Other key themes, identified in May, included poor experience at A&E and lack of private space for consultations.

Mental Health (3)

Mental Health enquiries increased to 3 in May, up from 0 in April.

These enquiries highlighted challenges around accessing appropriate mental health services and the long waiting times for Child and Adolescent Mental Health Service assessments and diagnoses.

Adult Social Care (3)

3 enquiries were received in May regarding Adult Social care, which was a slight increase on the 2 that were received in April 2022.

The enquiries received in May were regarding complaints and the request for Advocacy support.

Trends in enquiries

May showed an increase in enquiries regarding **Dentistry** and **Mental Health** from the previous month. In addition to the five most common enquiry themes, identified above, enquiries also related to:

- Care Homes
- Care Agencies
- NHS 111
- Sussex Partnership Foundation Trust
- East Sussex Community Equipment Service
- Sussex MSK Partnership

Complaints about health and care:

Our Information and Signposting service engages with people who may be unhappy with the health or care services they have used.

We advise people on how they can raise their concerns with providers and, where appropriate, refer them for support from a complaint advocate.

12 enquiries received during May related to complaints about health or care services, which is an increase from 8 in April. 6 of these complaints were referred to The Advocacy People.

Topics of complaints included:

- Poor standard of care from GP
- Long waiting times for diagnostic tests and assessments
- Lack of understanding from GP reception staff
- Poor treatment in hospital
- Lack of access to GP to meet complex health needs



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