

'You Said, We Did' – November 2023

We regularly review the experiences you told us through public events, surveys, [Feedback Centre](#) and [Information & Signposting](#) enquiries.

These help us understand where things are working well and where they need to change. We hear positive stories about how services have supported and assisted you, as well as mixed experiences, and where things need to be better.

Healthwatch uses your feedback with health and care decision-makers to seek a positive difference, and this document sets out the issues you helped us raised and any changes you have helped us to deliver during November 2023.

You Said

We Did

We heard from an individual who experienced trauma and neglect. After re-locating they felt lonely and isolated. They had sought mental support but were concerned about the wait.

We listened to their needs and discussed the national and local support options available, giving details of the Sussex Mental Helpline. We also gave details of Eastbourne Samaritans who offer drop-ins, which the enquirer said they will attend.

We heard from a vulnerable housebound enquirer seeking a COVID-19 vaccination at home. They had contacted their local NHS services, but not managed to arrange a visit.

We acknowledged the caller's anxiety and shared details provided by NHS Sussex indicating housebound patients will be contacted to arrange a visit by the Vaccination Team by the end of December 2023, which reassured them.

We were contacted by a person with mental health issues, who wanted to discuss their medication with their GP and explore further support, but who was struggling to access appts.

We suggested persevering with seeking an appointment with their GP to discuss their medication and needs, but also provided contact details for urgent mental health support options, which may help in the short-term.

We received a request from a health and care service asking us to share any information we hold on a specific individual, especially their medical history.

We clarified that Healthwatch doesn't provide clinical services, nor do we hold or manage any patient records. Our role is to gather patient and public experiences and offer information and signposting support.

Our Contributions and interventions

We contributed to the Sussex Primary Care Commissioning Group (PCCG), providing critical friend feedback and suggestions to a proposal for the supply of oral anti-viral treatments for COVID-19 and Influenza to several community pharmacies across Sussex. We commented that provision needed to deliver an equitable geographically spread, be accessible out-of-hours, and reviewed regularly to capture user feedback and ensure it is meeting patient needs.

We heard it can be a struggle to know how to access pharmacies and prescriptions outside of usual business hours, including during weekends and on bank holidays. We raised this at the East Sussex Health and Wellbeing Board and have published [information](#) to help people find a pharmacy, including those open outside of 9am to 5pm, or get urgent access to medication.

We shared the insight and feedback we received from the public and communities with our NHS Sussex Primary Care colleagues. This month we raised issues around: equitable services at GP services, specifically access to hoists and adjustable beds which do not appear available for wheelchair users; language/translation barriers for patients contacting practices virtually; and ongoing feedback around wait times for appts, including perceptions of restrictions on face-to-face visits.

We participated in the oversight group for the Sussex Insight Bank, which collates community evidence, publications and data on health/care themes from the NHS, local authorities and voluntary organisations in Sussex. It supports evidence-based decisions and minimises duplication of activity. We committed to share our publications, so that decision-makers can use the patient feedback we receive.

**“Thank you so much for your help. I felt very lost
but now have something to focus on.”**

Share your experiences with us

Used a health or care service recently? If so, please tell us about your experience by leaving a review on our dedicated [Feedback Centre](#).

Support and assistance

If you need support in accessing health and care services, please contact our Information & Signposting service via:

enquiries@healthwatcheastsussex.co.uk or 0333 101 4007

Contact Us

To find out more about Healthwatch East Sussex, please go to: www.healthwatcheastsussex.co.uk or contact us via:

Email - enquiries@healthwatcheastsussex.co.uk

Phone - 0333 101 4007

Twitter - @HealthwatchES

Reports and publications

All our reports are published on our website: <https://healthwatcheastsussex.co.uk/>