

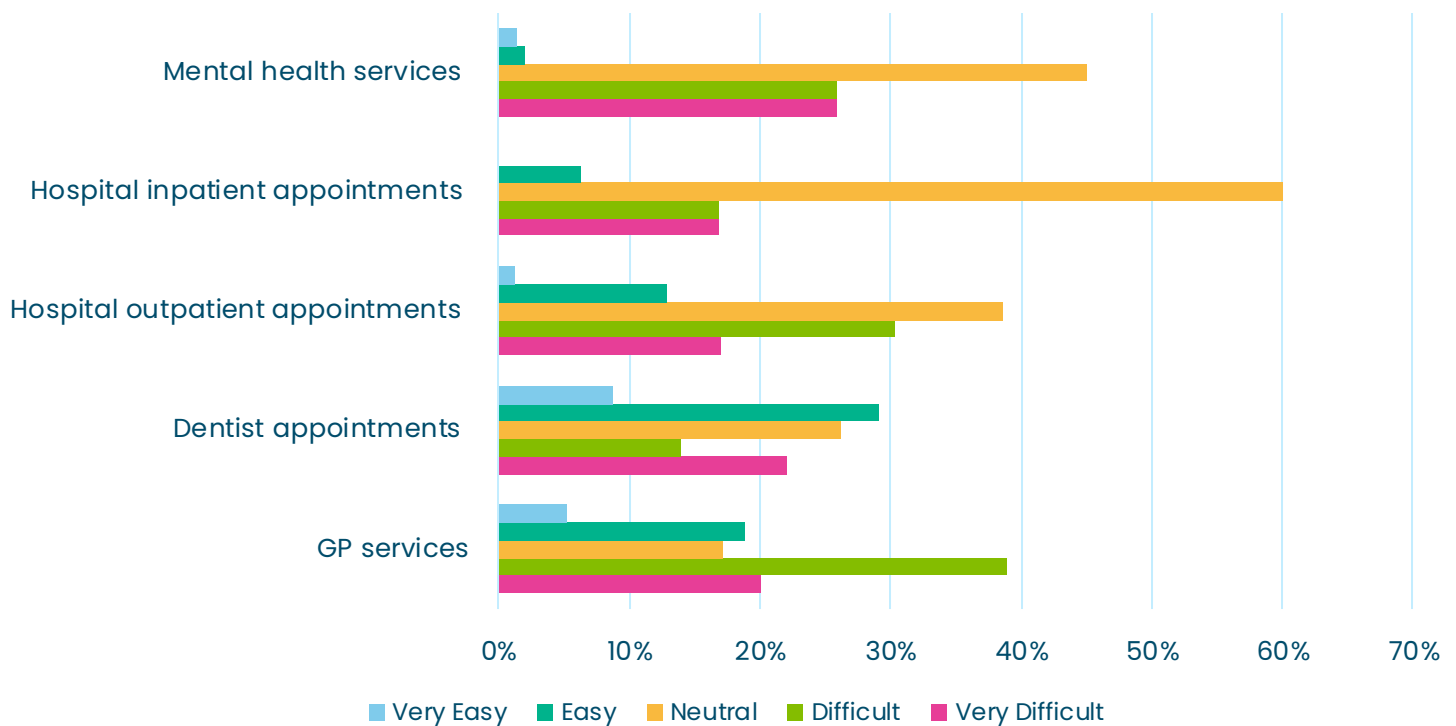
Poll Results: Supporting Carers to attend their own healthcare appointments.

In May 2025, Healthwatch in Sussex wanted to better understand the challenges carers face when accessing health and wellbeing services for their own health.

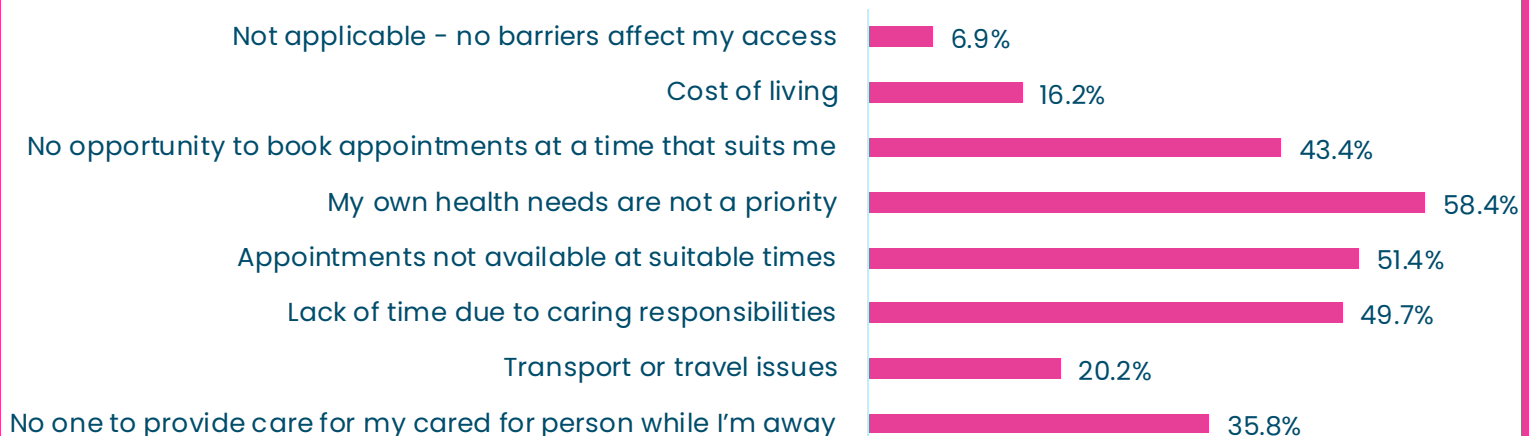
179 people from across Sussex shared their views with us. We heard:

- 20.1% (35) responders had delayed, cancelled or missed a healthcare appointment because of their caring responsibilities.
- 31.6% (55) responders have access to support (formal or informal) to help manage their own health and wellbeing.
- 40.2% (70) responders found it somewhat difficult to coordinate multiple healthcare appointments that happen on different days or in different locations.

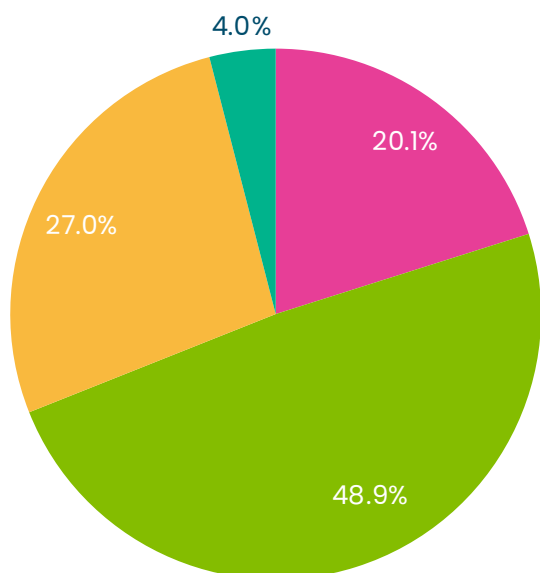
How easy is it for you to access the following services for yourself?



Which barriers (if any) affect your ability to access your own health appointments?

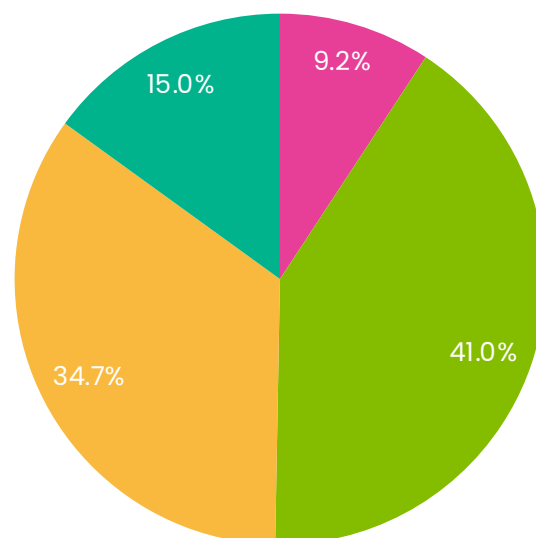


Have you ever delayed, cancelled or missed a healthcare appointment because of your caring responsibilities?



■ Yes, often ■ Yes, occasionally ■ No ■ Not sure

How often do your own healthcare appointments clash with the appointments of the person you care for?



■ Frequently ■ Occasionally ■ Rarely ■ Never

Respondents to our poll told us:

What one change would make the biggest difference in helping you attend your own health and wellbeing appointments?

"Knowing the exact time of a telephone GP appointment, rather than waiting for the phone to ring at some point between 8.30am-6pm."

"Better understanding of my caring role and the person I care for."

"Appointments that are easier to obtain."

"Flexible appointment booking for caregivers."

"Somebody to take over my carer role while I'm at the appointment."

What support or resources would most improve your quality of life and general wellbeing as a carer?

"Someone to talk to, to help with everything I have to organise."

"Free hospital car parking, or a scheme where you can purchase a permit."

"More services (private sector) recognising the Carers Card."

"Having a supportive Social Service or someone to talk that understands the issues that carers face."

"Easier access to reliable and cheap transport."

Tell us your experience

We always want to hear more about people's experiences of health and care services. Share your story with your local Healthwatch:

Healthwatch Brighton & Hove: info@healthwatchbrightonandhove.co.uk or 01273 234 040

Healthwatch East Sussex enquiries@healthwatcheastsussex.co.uk or 0333 101 4007

Healthwatch West Sussex helpdesk@healthwatchwestsussex.co.uk or 0300 012 0122