

'You Said, We Did' – June 2025

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 changes you have helped us to deliver during June 2025.

You Said

We Did

A person eligible for [non-emergency hospital transport \(NEPTS\)](#) contacted us because they had been told by the NEPTS [provider](#) that they were at 'full capacity' and could not book transport for their upcoming surgery.

We escalated this to the service commissioner ([NHS Sussex](#)) who confirmed capacity issues continue to affect patient access. We provided the enquirer with information about alternative transport options including reimbursement via the [NHS Travel Costs Scheme](#).

Someone reached out to us as they couldn't find the contact details of the [social prescribing](#) service provided in the Wealden area.

We provided contact details of [Age UK East Sussex](#) who work in partnership with GPs to provide non-medical support to older people and their carers across Lewes, the Havens and Wealden.

We were telephoned by someone looking for guidance as they started the process of finding residential care for a loved one with advanced dementia.

We shared resources from [Age UK](#) and [the Alzheimer's Society](#). We signposted to support from the [Carers Trust and Care for the Carers](#). We explained how to access a [financial, needs and carers assessments](#) from [Adult Social Care](#). We explained how to find local [care home reviews](#) online.

An individual told us they had been 'deregistered' as an NHS patient at a dental practice. They wanted to know whether this was permitted and what their options for dental care were now.

We explained that unlike registering with a GP, patients [do not have the same right to permanent registration with a dental practice](#). We provided information about how to [find an NHS dentist](#) and the [Sussex Dental Helpline](#) for routine and urgent care.

"Thank you for listening and understanding my issue."

"Thank you, that's been extremely helpful."

Our contributions and interventions

We engaged with the Head of Major Projects at [East Sussex Healthcare NHS Trust \(ESHT\)](#) to offer insight on how they could ensure that the signage at the new [Sussex Surgical Centre](#) could be designed to best support patients to navigate the building easily. When the service opens in late summer, we will undertake a visit to the center to review its accessibility for a diverse range of patients.

We had our quarterly meetings with colleagues from the [Care Quality Commission \(CQC\)](#) to feedback what we had heard about local health and care services over the last 3 months. They also provided clarity on their evolving assessment framework and shared their own insight on local services such as GP's, dentists and Adult Social Care. Going forward we will regularly meet with CQC Primary Care Inspectors.

Our staff undertook training from [One You East Sussex](#) on Making Every Contact Count (MECC) so that we could be more aware of how to identify opportunities in conversations with the public to promote positive health and wellbeing changes.

We met with the Community Pharmacy Lead with [NHS Sussex](#) to find out more about the local service provision of community pharmacies. We discussed what community pharmacies are contracted to deliver locally and nationally, and how this may change in the future. This meeting has helped to inform our upcoming pharmacy project.

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

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