

'You Said, We Did' – April 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 April 2025.

You Said

An individual contacted us as they had an upcoming hospital appointment but were unable to travel by themselves and wanted to know if hospital transport was available.

We heard from someone with complex needs who needed assistance with a civil court case related to health and care and required support to identify their options.

A person contacted us as they wanted physiotherapy to help maintain their balance and stability after a fall but were unable to obtain a referral via their GP.

An individual receiving treatment at a hospital in another county contacted us to ask if they had the right to transfer to a hospital closer to their own home.

We Did

We explained the options and shared contact details for the [Non-Emergency Patient Transport Service \(NEPTS\)](#) which is provided locally by [EMED](#), along with information on the eligibility criteria.

We clarified their situation and provided details of several organisations who could potentially support them, including [Support Through Court, Advocate, Law Works](#) and [The Law Society](#).

We advised patients can now self-refer to [MSK](#) online for such services, but as they were unable to access the internet, we gave them the contact details for MSK services so they could request a physical form.

We advise the individual that the [Right to Choose](#) does not apply if you are already receiving treatment when you seek a transfer. We provided details for [PALS](#) at both hospitals to see if they could help.

Our Contributions and interventions

We received an enquiry from a patient who had visited their GP practice to make an appointment, but was told they would be unable to do so in the surgery, and they would need to telephone or use the online booking system. The patient wanted to know if GP practices should allow people to make an appointment face-to-face. We informed the patient about the principles of [Modern General Practice](#) and contacted the [ICB](#) to clarify the booking methods GP practices must offer.

We heard feedback that patients were experiencing long waits and journey times for [Non-Emergency Patient Transport \(NEPTS\)](#), and the website booking process was paused. We shared this feedback with NHS Sussex (the commissioner) and [EMED](#) who deliver the NEPTS service. We are meeting EMED to discuss how they will respond to this feedback and monitor service performance in the future.

We met with colleagues developing the new [Neighborhood Mental Health Teams \(NMHT\)](#), to discuss how Healthwatch and the NMHTs can work together to ensure patients are getting the support they need. We are also exploring how Healthwatch may help capture user feedback and use this to inform how the service develops.

HWES staff attended the Pharmaceutical Needs Assessment Steering Group with colleagues from the ICB, local authority and other partners to discuss the data and insight gathered from the [Pharmaceutical Needs Assessment \(PNA\)](#). We contributed to the development of recommendations that respond to the needs identified, including how pharmacy provision will be monitored moving forwards.

“Thank you very much for your help.”
“Many thanks for your prompt response and explanation.”

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/>