

# 'You Said, We Did' – February 25

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 February 2025.

## You Said

## We Did

We spoke to an individual being detained under the Mental Health Act who wanted to appeal against the decision but needed support to do this.

We explained the role of an [Independent Mental Health Advocate](#) (IMHA) and with their permission completed a referral to [POhWER](#) who provide these services in East Sussex, on their behalf, so they could receive advice and support.

We heard from the carer of someone who receives a continuing healthcare package, concerned the care package had been altered and funding refused without explanation.

We shared details of [Beacon](#), an organisation offering information, advice and support to people accessing continuing healthcare. We also raised the issue with the All Age Continuing Healthcare management team.

We heard from a resident of a nursing home who felt they had been subject to abusive behaviour by staff and wanted to know what steps they could take to raise this.

We shared details of [how to raise a safeguarding concern with ESCC](#), and reported the incident to Health and Social Care Connect at East Sussex County Council who deal with safeguarding concerns.

We spoke to an individual who had been unable to book an appointment for their baby with their GP despite trying for a month. They were concerned for their child's health.

We provided advice to use NHS 111 service or local [Urgent Treatment Centres](#) if they had any immediate concerns for their child's health or wellbeing. We also fed their experiences back to NHS Sussex.

## Our Contributions and interventions

In February we visited Hastings Foodbank to tell staff and volunteers about our Information and Signposting service and share key information to help access to health and care services. We also offered an Information and Signposting drop-in session for their clients and will continue our outreach at foodbanks across East Sussex throughout 2025.

Members of the public told us that they were unsure of how to access breast cancer screenings. We conducted an [online poll](#) asking people about their experiences of breast screening which we shared with the Quality and Improvement Manager for breast screening services in Sussex. We also met with them to highlight concerns over accessibility, and to clarify the eligibility criteria and process by which people are invited to undertake a screening appointment.

We were contacted by someone visiting the UK who received emergency surgery and subsequently received a charge from a NHS hospital trust, despite paying an [Immigration Health Surcharge](#) when obtaining their VISA which meant they were exempt from paying NHS charges for overseas visitors. We provided contact details for the trusts Overseas Visiting Manager so they could contest the charge.

Our staff members attended several key meetings around the local development of [Integrated Community Teams](#) (ICT) in Eastbourne Borough, Rother District and Lewes District, ensuring that patient voice and experience is included in the program development. Moving forwards, we will continue to contribute to all five of the Integrated Teams in the county.

*"Thank you so much. I feel so much better for talking to you."*

*"Thank you for your time and for helping me."*

### 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](mailto: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](http://www.healthwatcheastsussex.co.uk) or contact us via:

Email - [enquiries@healthwatcheastsussex.co.uk](mailto:enquiries@healthwatcheastsussex.co.uk)

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### Reports and publications

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