

# Information and Signposting Service: Enquiries during June 2022

The Healthwatch East Sussex Information and Signposting (I&S) Service helps people to access the right health or social care service or organisation for their needs.

We also offer information if people want to share their experience or make a complaint.

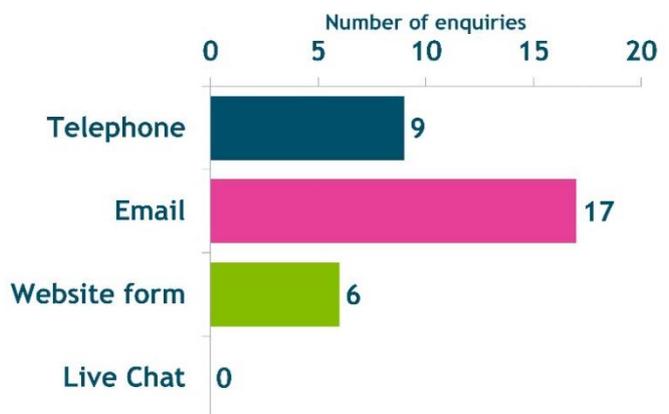
## An overview of the enquiries we received in June 2022

### Method of contact

We received 32 enquiries to our I&S service during June 2022, a reduction from 47 in May.

The most common method by which people made their enquiry was by email, followed by telephone call.

6 enquiries were made through the Healthwatch England website form.



### Enquiry themes

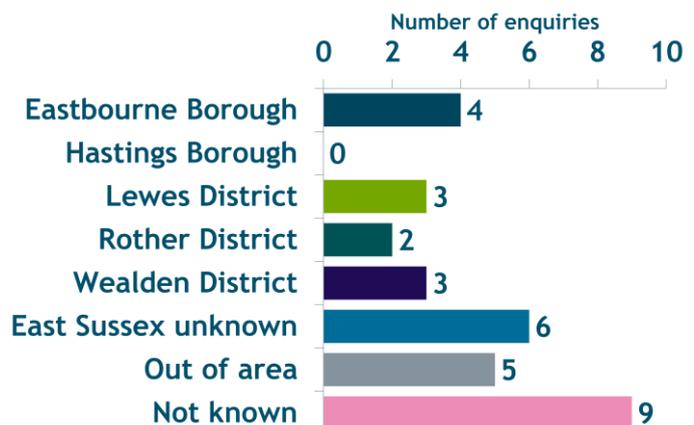
The main enquiry themes in June were GP services (8), NHS Dentistry (7), and Hospital services (5).

There were 2 enquiries regarding the work of Healthwatch East Sussex and 9 enquiries regarding other specific or multiple services.

### Location of enquiries

The most common locations for enquiries received during June were Eastbourne Borough, Lewes District and Wealden District.

In addition, 6 enquiries had an unspecified location within East Sussex and a further 9 had an unknown location.



## Five most common enquiry themes:

### GP Services (8)

We received 8 enquiries regarding GPs in June, which is half the number of GP enquiries received the previous month.

In addition to patients having difficulties accessing GP services, we also heard from individuals who reported poor standards of care and unfair treatment from their GP.

### Dentistry (7)

The number of dental enquiries also dropped from 13 in May to 7 in June.

However, the lines of enquiry remained much the same, with people raising concerns about not being able to get an NHS dentist appointment and wanting help to find an NHS dental practice with availability.

### Hospital Services (5)

Enquiries about hospital services remains consistent at 5 for June. However, 2 of the 5 enquiries were regarding Hospitals outside the East Sussex boundary.

Issues raised included cancelled operations, incorrect information sent by the Hospital and wanting advice on how to complain about Hospital care.

### Healthwatch East Sussex (HWES) (2)

2 enquiries received were regarding the work of Healthwatch East Sussex.

1 enquiry was about the HWES Annual Event taking place in July 2022 and the other enquiry commended the HWES website for including information on Autism.

### Other (9)

We received a high number of enquiries regarding specific or multiple health and care services in June.

A key theme of these enquiries was regarding the lack of communication between health and care services and the lack of joined up working.

## Trends in enquiries

June 2022 showed a drop in enquiries regarding **GPs, Dentistry** and **Mental Health** from the previous month. In addition to the most common enquiry themes, identified above, enquiries also related to:

- Access to Covid-19 Booster vaccinations
- Community Diagnostic Centres
- Sussex Community NHS Foundation trust
- Sussex Partnership NHS Foundation Trust
- Voluntary and Community Services

## Complaints about health and care:

Our Information and Signposting service engages with people who may be unhappy with the health or care services they have used.

We advise people on how they can raise their concerns with providers and, where appropriate, refer them for support from a complaint advocate.

2 enquiries received during June related to complaints about health services, which is a reduction from 12 in May. Both complaints were referred to The Advocacy People for support with the NHS Independent Health Complaints process.

Topics of complaints for June 2022 included:

- Poor standard of care from GP
- Hospital Diagnostic Services
- Incorrect information provided by Hospital

If you need help to make a complaint about an NHS service, please contact The Advocacy People: Tel: 0300 440 9000 or email: [info@theadvocacypeople.org.uk](mailto:info@theadvocacypeople.org.uk) or visit their website: <https://www.theadvocacypeople.org.uk/>



Healthwatch East Sussex

Freepost RTTT-BYBX-KCEY  
Greencoat House  
32 St Leonards Road  
Eastbourne  
East Sussex  
BN21 3UT

## Contact Us



[www.healthwatcheastsussex.co.uk](http://www.healthwatcheastsussex.co.uk)

0333 101 4007

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

Twitter: @HealthwatchES

Facebook: [Facebook.com/HealthwatchESussex](https://www.facebook.com/HealthwatchESussex)