

'You Said, We Did' – April 2024

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 July 2024.

You Said

We Did

We received a complaint intended for a patient's GP surgery. The individual had contacted their surgery several times to discuss their issue but had not received a call back.

We sent the patient our [Healthwatch complaints guide](#), which explains how to complain about a GP service. We also fed back to NHS Sussex how the lack of a visible email address at some GPs impacts on the accessibility of the complaints process.

We heard from an individual on the list for a hip replacement. They had been told the wait is at least 6 months. They were in severe pain and were unsure how they would cope.

We shared information on the [Right to Choose](#) where you receive your treatment, and a link to the [My Planned Care](#) website, which includes information on waiting times for different services.

We were contacted by an individual who needed orthopedic services that were not available locally. They were concerned how they could access this as they struggled to travel.

We shared details of the [non-emergency patient transport service \(NEPTS\)](#), who transport eligible patients who are unable to use public transport (due to medical reasons) or have no private alternative to health appointments.

A concerned individual shared their poor experience at a local Urgent Treatment Centre. They felt staffing levels were inappropriate and this impacted on patient safety, including their own.

We provided the individual with complaints and advocacy advice. We also passed their feedback on to both the [patient experience team](#) of the hospital, and the [Care Quality Commission](#) due to patient safety concerns.

Our Contributions and interventions

We met with All Age Continuing Healthcare to feedback the concerns families have brought to us about a lack of timely communication from the service and not being included in decision making related to their cases. All Age Continuing Healthcare welcomed our feedback, encouraged us to continue sharing experiences with them and clarified where to signpost service users who have concerns about their care moving forwards.

At our monthly meeting with NHS Sussex Primary Care colleagues, we continued to follow-up on the issue from our Listening Tour about the provision of satellite and outreach services provided by GPs in rural Rother to support improving access. We also requested clarity for patients on Locally Commissioned Services, which are those offered over and above those provided through GPs core contracts.

We met with our colleagues from [The Advocacy People](#) who deliver [Independent Health Complaints Advocacy](#) in East Sussex. Our discussions highlighted limited public and professional awareness of advocacy, and some confusion between the different types of advocacy and the eligibility to access it. We agreed to explore with colleagues in our Integrated Care System how the profile and benefits of advocacy could be raised so people are able to access support when they need it.

We provided feedback to proposals sent to the Sussex Primary Care Commissioning Group (PCCG) about expanding the boundaries of three GP practices in East Sussex. We acknowledged the potential benefits around expanded patient choice, but highlighted concerns over the low levels of practice, patient and public engagement. These concerns were acknowledged, and further engagement work will now be undertaken before decisions are taken.

“Thank you for your time, understanding and compassion.”

“Thank you for your support and suggestions.”

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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