

# Information and Signposting Service: Enquiries during July 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.

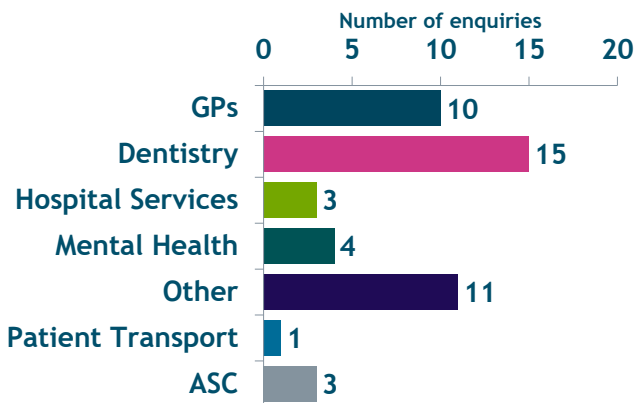
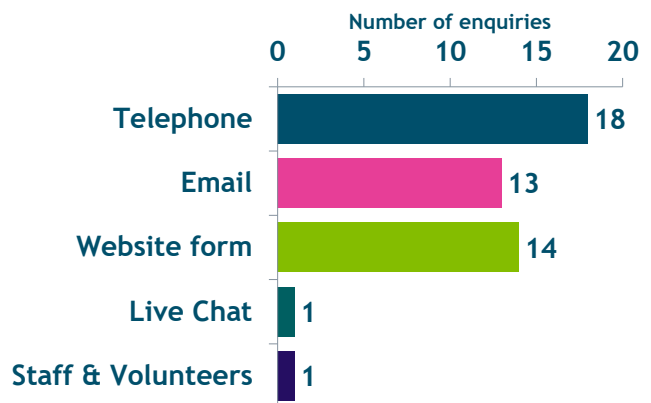
We also offer information if people want to share their experience or make a complaint.

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

### Method of contact

We received 47 enquiries to our I&S service during July 2022, an increase from 32 in June.

The most common method by which people made their enquiry was telephone, followed by the website contact form.



### Enquiry themes

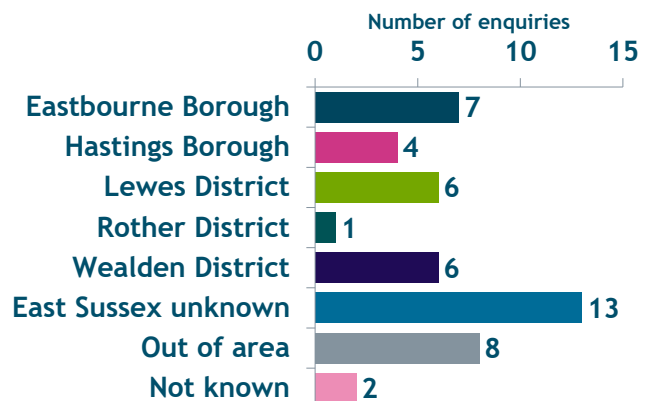
The most common enquiry theme during July was dentistry. We received 15 dentist enquiries this month - the highest amount this year.

GP enquiries rose to 10, with mental health services, adult social care and hospitals being the next most common enquiries.

### Location of enquiries

Eastbourne Borough, Lewes District and Wealden District remained the most common location of enquiries.

In addition, 13 enquiries had an unspecified location within East Sussex and 8 came from out of the area.



## Four most common enquiry themes:

### Dentistry (15)

Dentist enquiries made up 30% of total enquiries in July.

Out of 15 contacts received this month, 12 reported they could not access an NHS dentist. Four of these felt they were in need of treatment.

Three people were in financial disputes with a dental practice and wanted information or help with raising a complaint.

### GP Services (10)

Six out of ten enquiries received about GP services expressed frustration with accessibility of appointments and waiting times.

Common concerns related to the difficulty with getting an appointment. Problems included: appointments all being allocated by the time they phone; lengthy phone queues; and being expected to discuss medical issues with a receptionist.

Dissatisfaction was expressed with not being able to physically see a GP, with one person stating that this is important for 'peace of mind'.

### Mental Health Services (4)

Four enquiries were received regarding mental health services.

These all related to lack of services, or struggling to access services.

One requested help accessing a mental health advocate to help navigate care services.

Two enquiries were complaining about lack of services.

### Adult Social Care (3)

Three enquiries were received for adult social care services.

All the enquiries complained of lack of support, or funding not being supplied in a timely manner.

One person expressed a belief that services had deteriorated during lockdown, making accessing any support a constant 'fight'.

## Trends in enquiries

July 2022 showed an overall rise in enquiries compared to June. In addition to the most common enquiry themes, identified above, enquiries also related to:

- Poor care and treatment at A&E
- Lack of non-hospital patient transport options
- NHS Podiatry Services
- Outpatient appointments

## 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.

Four enquiries received during July related to complaints about health services, which is a slight increase from 2 in June. Three of these were referred to The Advocacy People for support with the NHS Independent Health Complaints process.

Topics of complaints for July 2022 included:

- Lack of access and poor treatment from GP
- Poor standard of Mental Health care
- Treatment by staff at dentist

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/>



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