

# Information and Signposting Service: Enquiries during October 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.

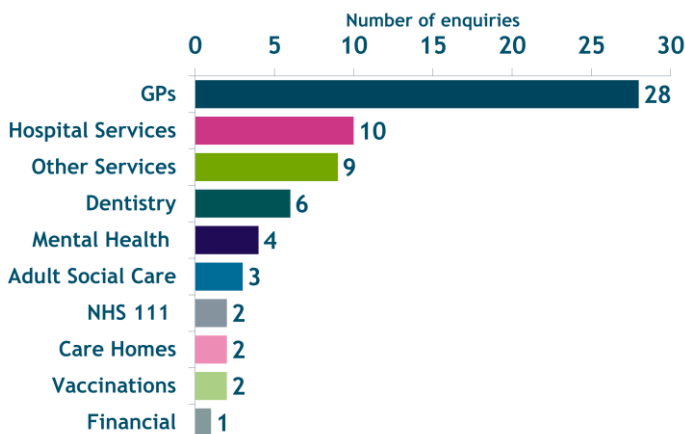
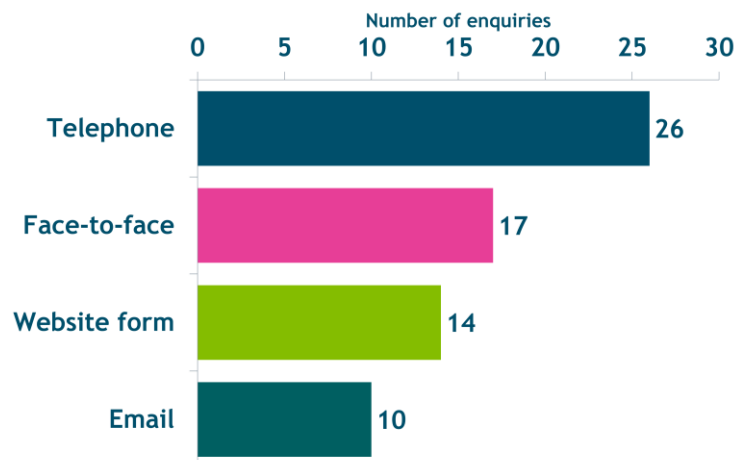
We also offer information if people want to share their experience or make a complaint.

## An overview of the enquiries received in October 2022

### Method of contact

We received 67 enquiries during October 2022, which was a significant increase from 37 received in September.

The most common method by which people made their enquiry was telephone, followed by face-to-face, then website contact form.



### Enquiry themes

The most common enquiry theme in October related to GP services, with 28 enquiries received (up from 7 in the previous month). Ten enquiries were regarding Hospital Services and six in relation to Dentistry.

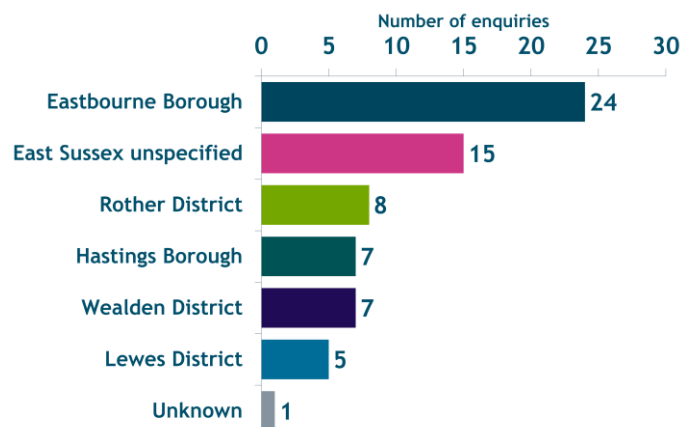
A wide range of services made up other enquiry themes, including social housing, blood donation and physiotherapy.

### Location of enquiries

Eastbourne Borough was the most common location for enquiries in October 2022.

This was followed by unspecified locations within East Sussex, which can be attributed to the high number of enquiries received via website contact forms this month.

Rother District had the third highest number of enquiries, with 8.



## Four most common enquiry themes:

### GP Services (28)

With 28 enquiries, GP Services was the most common theme for enquiries received this month, which is an increase from 7 in September.

A large number of GP enquiries received this month, were in relation to patients having to wait an unreasonable time on the phone for their call to be answered and a lack of GP appointments, especially face-to-face.

Other issues reported included, poor patient experience, attitude of staff and misdiagnosis.

### Hospital Services (10)

10 enquiries were received this month regarding hospital services, up from 2 received in September.

Most hospital enquiries were regarding Eastbourne DGH or Hastings Conquest Hospital.

The nature of enquiries included, patients seeking information on how to make a complaint, patients wanting to access their hospital records and concerns about delayed treatment and quality of care.

### Dentistry (6)

Dentistry enquiries continued to be one of the most common themes of enquiries in October, although this was a reduction from 11 received in September.

All dental enquiries related to the lack of access to NHS Dentistry. This included 3 enquiries from individuals who had contacted all the dentists in their local area, and beyond, who were unable to find an NHS dentist. Enquiries were also received from people who were anxious that they can't find an NHS dentist and cannot afford private dental treatment.

### Mental Health (4)

Two enquiries were received regarding mental health services provided for young people via Child and Adolescent Mental Health Services (CAMHS), including one who wished to make a complaint.

Two enquiries were from people looking for advice on how to access counselling or talking therapies.

## Trends in enquiries

We received 67 enquiries in October, which is a 123% increase in enquiries received in September (37). The rise in enquiries, particularly face-to-face in Eastbourne Borough, can be attributed to the I&S drop-in clinics and out-reach work undertaken by Healthwatch East Sussex as part of the Eastbourne Listening Tour, which took place across two weeks in October 2022.

In addition to the most common enquiry themes, identified above, I&S enquiries also related to:

- Lack of patient care at a Care Home
- Issues with Patient transport
- Information regarding blood donation
- Access to Flu vaccinations for housebound patients

## 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 an NHS complaint advocate.

Six enquiries received during October related to complaints about health or care services, which is an equal number to September. These were all referred to The Advocacy People for support with the NHS Independent Health Complaints process.

Topics of complaints during October 2022 included:

- Breakdown in relationship between patient and GP
- Issues with accessing GP services and treatment towards patients
- Feeling discriminated against by GP practice staff
- Poor quality of care and treatment at an out of area 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)