

Information and Signposting Service: Enquiries during December 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.

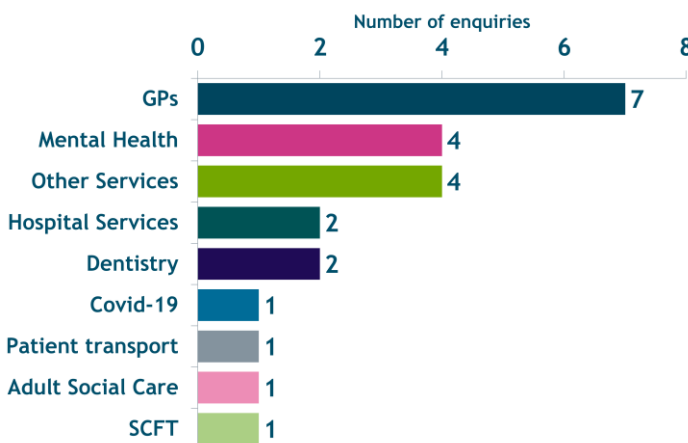
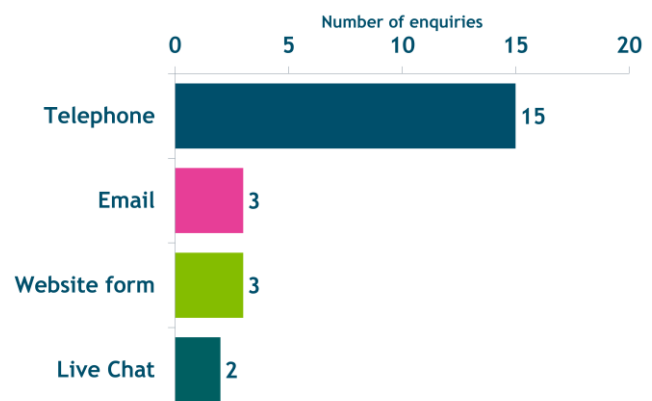
We also offer information if people want to share their experience or make a complaint.

An overview of the enquiries received in December 2022

Method of contact

We received 23 enquiries during December 2022, which was two more than the previous month.

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



Enquiry themes

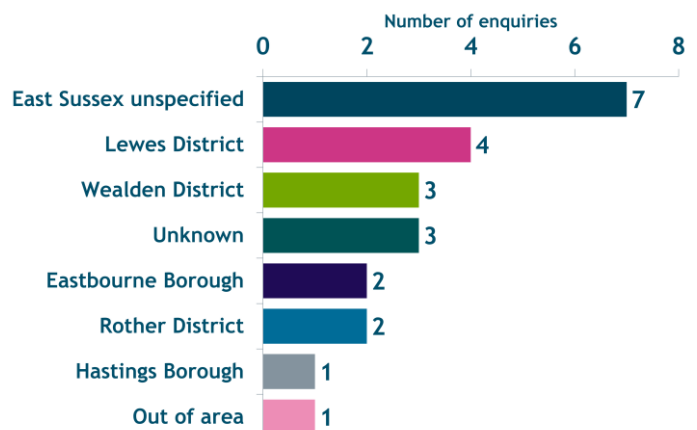
The most common enquiry theme in December related to GP Practices, with 7 enquiries. Four enquiries were received for Mental Health services, compared to 2 in November.

Services that made up other enquiry themes included Baby Clinics and Advocacy Services.

Location of enquiries

East Sussex unspecified area was the most common location for enquiries in December 2022. This was followed by Lewes District and Wealden District.

Only one enquiry was received this month from Hastings Borough.



Four most common enquiry themes:

GP Services (7)

The most common theme for enquiries received this month was GP services.

A number of these enquiries were in relation to the difficulties faced in accessing GP services and the lack of face-to-face GP appointments, which has become an on-going theme of enquiry in 2022.

In addition, we also heard from people who have had a poor experience of GP services and reported poor quality of care.

Mental Health (4)

Mental Health enquiries increased in December 2022 and covered a range of services delivered by different providers.

Enquiries were in relation to a lack of support and patient involvement in Mental Health Reviews, the long wait to access Child and Adolescent Mental Health Services (CAMHS), the complexities involved in having a child assessed for Autism Spectrum Condition (ASC) and Attention Deficit Hyperactivity Disorder (ADHD) and concerns about care received at a Mental Health hospital.

Hospital (2)

Two enquiries related to hospitals this month, the same number as the previous month. One enquiry related to a complaint about poor care received by a patient in hospital with dementia and concerns about the lack of knowledge and experience of some staff when caring for patients with dementia.

The second enquiry highlighted a poor patient experience during an outpatient appointment at an out of area hospital.

Dentistry (2)

Only 2 enquiries were received regarding dentistry this month, a decrease from 5 that were received in November.

Both enquiries were regarding the lack of NHS dentists and requesting help to access an NHS dental appointment. This has been a regular and ongoing query received by Healthwatch.

Trends in enquiries

We received 23 enquiries in December, which is a small increase from the number received in November 2022 (21).

In addition to the most common enquiry themes, identified above, Information and Signposting enquiries also related to:

- Lack of joined up working and poor communication between services
- Variations in services provided by and between GP practices
- GP Practice complaints procedures
- The accessibility and effectiveness of Long-Covid Clinics

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.

This month three individuals were referred or signposted to The Advocacy People for support with the NHS Independent Health Complaints Advocacy (IHCA) process.

Topics of complaints/reasons for signposting during December 2022 included:

- Lack of care and poor patient experience whilst staying in hospital
- GP practice not dealing with an individual who has been given power of attorney by a relative
- Injury sustained during hospital stay

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 or visit their website: <https://www.theadvocacypeople.org.uk/>



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