

# Information and Signposting Service: Enquiries during January 2023

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.

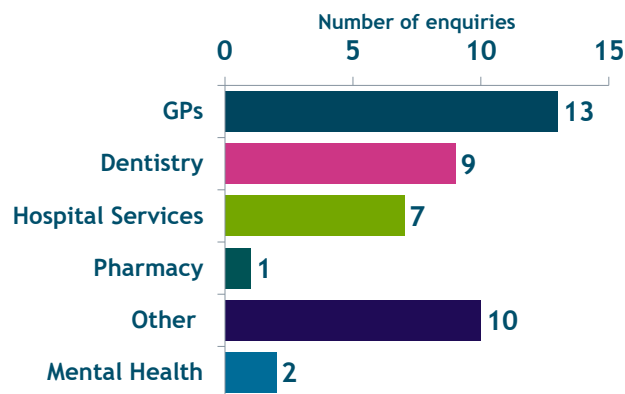
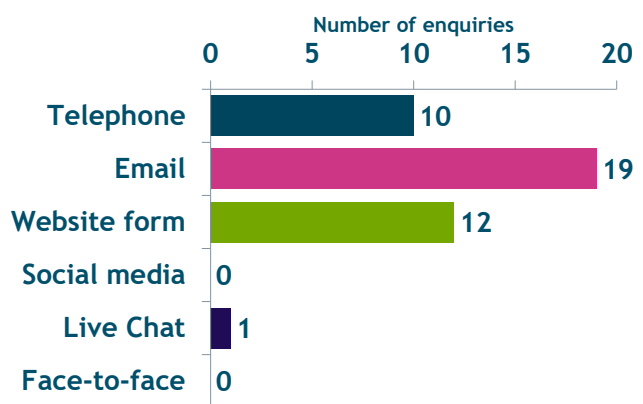
We also offer information if people want to share their experience or make a complaint.

## An overview of the enquiries received in January 2023

### Method of contact

We received 42 enquiries during January 2023, which was an increase of 19 on the previous month.

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



### Enquiry themes

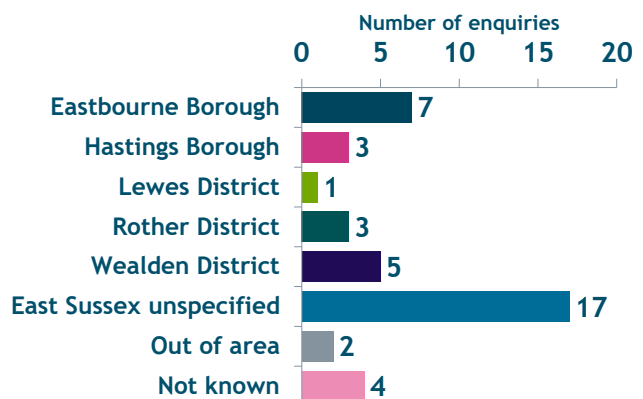
The most common enquiry theme in January related to GP Practices, with 13 enquiries. Nine enquiries were received for Dental services, compared to 2 in December.

'Other' enquiries included multiple requests for information, including one about the community health check bus.

### Location of enquiries

East Sussex unspecified area was the most common location for enquiries in January 2023. This was followed by Eastbourne Borough and Wealden District.

Only one enquiry was received this month from Lewes District.



## Four most common enquiry themes:

### GP Services (13)

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

Many of the enquiries were from individuals unhappy with the treatment they had received from GPs. This included prescriptions not being fulfilled and medical conditions not being satisfactorily treated.

Inability to access appointments was another recurrent theme. Multiple enquiries complained that they could not access face to face appointments.

Two enquiries fed back positive experiences of the care they had received.

### Dentistry (9)

Six of the nine dentistry enquiries received this month were from individuals who have been unable to find an NHS dentist. Two of these individuals had discovered their dentist had either left or moved to private treatment.

One enquirer reported they had been erroneously told refugees cannot access NHS dentistry. One enquiry wanted complaints advice due to poor treatment.

### Hospital (7)

Three enquiries this month reported poor experiences of care in hospital and requested complaints information. A further two enquiries were seeking help to access suitable medical care and treatment.

One enquiry complained of long waiting times at the Emergency Department.

One enquiry reported a positive experience at a walk-in centre.

### Mental Health (2)

Mental health enquiries requested complaints information from individuals unhappy with their treatment. One enquirer believed the lack of treatment had contributed to a subsequent mental breakdown.

## Trends in enquiries

We received 42 enquiries in January, which is a large increase from the number received in December 2022 (23).

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

- A complaint involving a Pharmacy
- Variations in services provided by and between GP practices
- Unable to get through to NHS111

## 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 four 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 January 2023 included:

- Lack of care and poor patient experience whilst staying in hospital
- GP practice not communicating test results to a patient
- Poor care received by multiple health and care services

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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