



# Information & Signposting and Feedback Centre

What we heard in Quarter Three 2022-23

# What we heard this quarter

Each quarter we collate and analyse what we have heard from the public and patients about health and care services.

In part, this is informed by experiences captured by enquiries to our [Information & Signposting service](#) (I&S) and on our web-based [Feedback Centre](#).

This report summarises what Healthwatch East Sussex have heard this quarter through these channels.

We share this information with decision-makers to help inform and guide the delivery of health, care and other services in East Sussex and across Sussex.



Click on the links for details on our [Information & Signposting service](#) or [Feedback Centre](#).

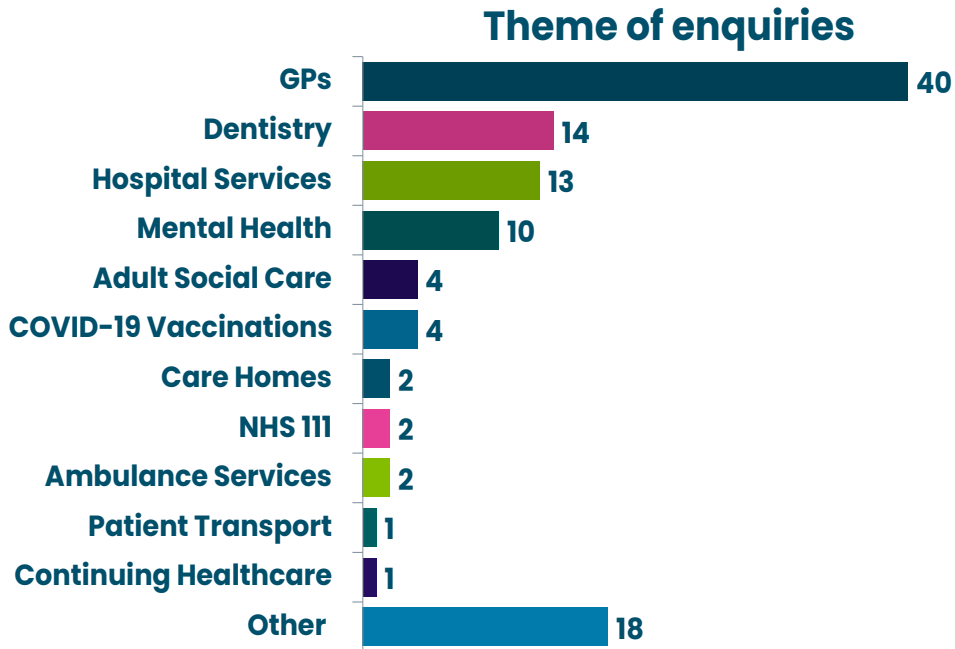
Further details are available on slides 12 and 13.

## It includes:

- A summary of key enquiry themes
- A breakdown of I&S enquiries
- A breakdown of Feedback reviews
- How we have used this information

# Information & Signposting enquiries this quarter

## What you told us



## Enquiry numbers

We received 111 enquiries to our I&S service during Quarter 3 of 2022-23, an increase from 105 in Quarter 2.

## Enquiry themes

The most common enquiry theme during Q3 was GP services (40), but we also received 14 dentistry enquiries this month.

Both of these have been amongst the most common we have heard about throughout 2022.

We also heard about hospital services, mental health, care homes and adult social care as well as more enquires related to multiple themes.

# Key health and care themes this quarter

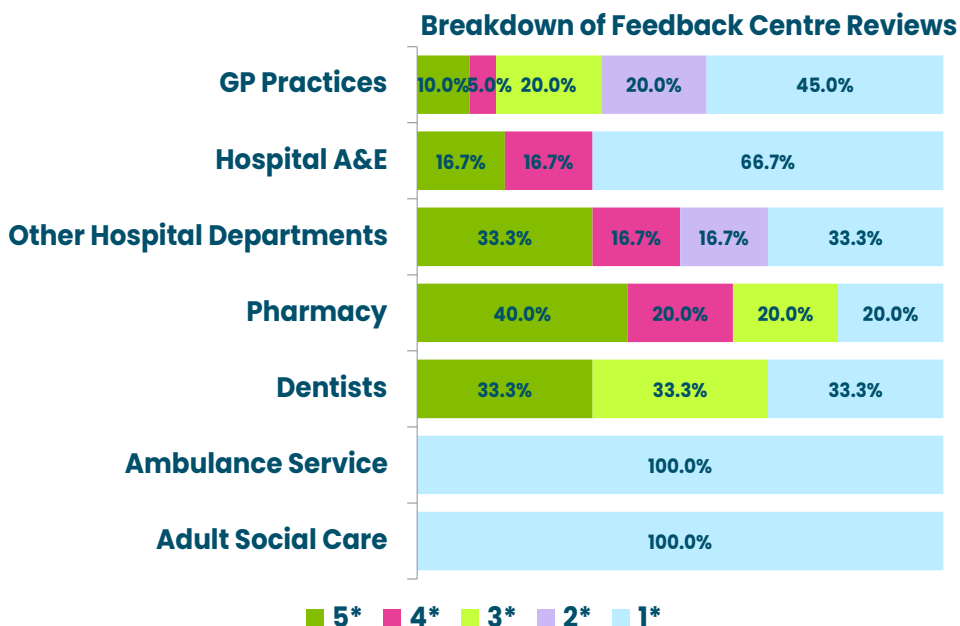
Service/Theme	Themes and issues identified
GP Services	<p><b>Most contacts expressed frustration with the limited accessibility of appointments and long waiting times to contact GP surgeries.</b></p> <p>Issues included: appointments all being allocated by the time people phone; lengthy phone queues; and a lack of face-to-face appointments.</p> <p><b>We also heard about perceived poor standards of care and patient experience, including misdiagnosis, lack of support from GPs/Practice staff, and a lack of timely follow-up such as referrals, prescriptions etc.</b></p> <p>People told us of their confusion as to why some GP practices offered services that others did not e.g. ear wax removal, especially if they then had to then pay for private alternatives.</p> <p><b>Positive experiences of prompt and efficient treatment were also received.</b></p>
Dentists and dental services	<p>Many people reported being unable to find an NHS dentist in East Sussex accepting new patients, despite extensive searching. <i>This continues to be our most common form of dental enquiry.</i></p> <p><b>Some enquirers required urgent treatment, as well as check-ups to help manage health conditions, but were struggling to find dentists.</b></p> <p>We heard of people's frustrations at appointments being repeatedly cancelled.</p> <p><b>Positive experiences were received, but primarily related to patients already registered with dentists, especially private dental practices.</b></p>

# Key health and care themes this quarter

Service/Theme	Themes and issues identified
Hospital services	<p><b>The negatives people told us about were: very long [uncomfortable] waits in A&amp;E; worries about COVID-19 and infection protocols; concerns around patient consent; lack of support for patients with dementia, perceived errors with aftercare.</b></p>
	<p>We heard praise for hospital experiences. This highlighted positive, friendly and professional staff; well organised appointments with times adhered to; professional and effective treatment and procedures.</p>
	<p><b>People contacted us for support with complaints about their experiences of using local Hospital Services. These primarily focused on delays and cancellations, a lack of communication as well as the quality of care and treatment.</b></p>
Pharmacies	<p>We received mixed feedback on Pharmacies this month.</p>
	<p><b>Positive examples highlighted staff giving prompt, friendly and useful advice. We also heard about the effective and timely delivery of COVID-19 booster and flu vaccinations.</b></p>
	<p>Negative examples were delays for prescriptions, long queues and limited opening hours making access to medication challenging. Reliability in prescription availability caused anxiety.</p>
Other Services	<p><b>Concerns over experiences of care home residents and the support offered by staff.</b></p>
	<p>Lack of clarity in appropriate advocacy support with needs falling between NHS and Care eligibility requirements.</p>
	<p><b>Mental health feedback included long wait times for Child and Adolescent Mental Health Services [CAMHS] assessments and diagnosis and a lack of access for mental health support.</b></p>

# Feedback Centre reviews this quarter

## What you told us



## Review ratings

The graph above shows the breakdown of the ratings given to reviewed services.

These range from 5\* (Excellent) to 1\* (Poor.)

## Review numbers

We received 48 reviews on our Feedback Centre during Q3 2022-23, an increase from 30 in Q2.

## Review themes

The services reviewed during the quarter were:

- GPs (20)
- Hospital A&E (12)
- Other Hospital Departments (6)
- Pharmacy (5)
- Dentists (3)
- Ambulance Services (1)
- Mental Health Services (1)



# Examples of positive feedback

## Hospitals

*"Staff very professional. They succeeded in conveying a warm & welcoming atmosphere in Endoscopy Unit (where I underwent a gastroscopy)."*

## GPs

*"I telephoned the surgery to get some clarity on Flu & Covid vaccines as their website information was confusing/conflicting. Very efficiently dealt with. I avoided peak times for calls, was third in the queue and my call was answered really quickly."*

## Dentists

*"Saw both dentist and hygienist , both were very pleasant and gave helpful guidance as to future care."*

## Pharmacists

*"It was really simple process to get my booster vaccine at this pharmacy. Although there was a short wait the staff were really efficient and friendly."*

## Emergency Care

*"I saw a triage nurse promptly and was referred to the Urgent Treatment unit to see a GP. Didn't have to wait long to see him. He was charming and reassuring and I was on my way home within 2 hours feeling very much less anxious than when I arrived."*







# Examples of negative feedback

## Hospitals

*"My partner in the conquest hospital and is a very sick man but there are at least 2 people on the ward that have Covid-19 and we have asked for them to be moved but no and asked for him to be moved and told they are to busy."*

## GPs

*"For the second time in just two months receive a text message saying that "due to unforeseen circumstances " there would be no GP appointments available! What on Earth is going on? No wonder people are being forced to go to A and E. Surely it's part of GP contracts that they have to actually provide a service?"*

## Pharmacists

*"Having gone to the pharmacy directly from surgery, rather poorly with 2 prescriptions...I stood and waited and waited and waited some 10 minutes to even hand them over..."*

## Dentists

*"FOUR CANCELLED APPOINTMENTS IN A ROW"*

## Emergency Care

*"Pain score of 10/10, airway swelling causing problems speaking, high HR & RR, sepsis markers. Denied analgesia, Too frail to walk - dragged to ambulance, told couldn't lay down, told there was nothing wrong was just anxiety. Ended up in resus on IV antibiotics, steroids, morphine and then transferred to William harvey for emergency surgery to save airway "*





# Complaints about health and care services

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](#).

19 enquiries received by Healthwatch during Q3 related to complaints about health or care services, a slight increase from 16 in Q2. Three enquirers were referred and thirteen signposted to The Advocacy People for support with the [NHS Independent Health Complaints process](#).

## Topics of complaints this included:

- Lack of care and poor patient experience whilst staying in hospital
- GP practices not communicating effectively with patients
- Poor care received by multiple health and care services
- Understanding of powers of attorney amongst health professionals
- Issues with Continuing Healthcare

## Support with complaints about NHS 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/>



To see copies of our published reports please visit our website [here](#).

## ‘You Said – We Did’

Healthwatch champions people’s views and experiences of health and social care services in the county to make sure they are heard by the people in charge.

### We:

- Gather and publish robust evidence on key health and care themes.
- Provide insight to the East Sussex [Health & Wellbeing Board](#), Scrutiny Committee and other decision-making groups.
- Share patient and public views with NHS and Care commissioners and providers.
- Use case-studies to illustrate people’s direct experiences.
- Promote public engagement in decision-making.

# ‘You Said – We Did’

The table below shows how we have used your experiences recently:

You Said...	We...
GP Services in East Sussex were challenging to access	<ul style="list-style-type: none"> <li>Shared experiences at our monthly meeting with Sussex Health and Care commissioners and requesting updates on action being taken.</li> <li>Highlighted real world experiences to the Healthwatch Advisory Group.</li> </ul>
NHS Dental services were challenging to access	<ul style="list-style-type: none"> <li>Published our <a href="#">‘Experiences of Dentistry’ report</a> summarising the feedback we received on Dentistry over the last two years. We shared this with the <a href="#">Health Overview and Scrutiny Committee</a> at their December 2022 meeting.</li> <li>Launched a pan-Sussex survey to help determine whether dentistry changes <a href="#">announced in November</a> have had an effect on the ground.</li> <li>Engaged with Integrated Care System(ICS) colleagues about this body taking responsibility for NHS dental commissioning in Sussex in 2023.</li> </ul>
You experienced issues in Hospital, especially A&E	<ul style="list-style-type: none"> <li>Shared patient feedback at our regular meeting with East Sussex Healthcare NHS Trust (ESHT) who operate our local hospitals in East Sussex.</li> </ul>
You experienced delays at Pharmacies	<ul style="list-style-type: none"> <li>Produced <a href="#">guidance</a> on how to order repeat prescriptions to minimise the risk of being without medication.</li> <li>Published regular reminders before public holidays encouraging people obtain medication and prescriptions during periods when pharmacies may be closed.</li> </ul>
You were not always clear how and when to contact Adult Social Care services	<ul style="list-style-type: none"> <li>Began the process of organising regular monthly meetings with Adult Social Care so that feedback and insight can be shared and responded to.</li> <li>Started to develop materials to help the public understand the role of Adult Social Care and how best to access advice and support.</li> </ul>

# Our Information & Signposting Service

Healthwatch East Sussex's Information and Signposting service is a confidential service that is independent of the NHS and East Sussex County Council.

## We can help the public and patients to...

- navigate health and social care services and support groups near you
- get information about what you can do when you have concerns or a complaint
- find out about support and signposting to advocacy services, safeguarding and patient rights
- share feedback of any type about health and care services

## Contact Us

Email: [enquiries@healthwatcheastsussex.co.uk](mailto:enquiries@healthwatcheastsussex.co.uk)

**Telephone:** 0333 101 4007 Monday - Friday (10am-2pm)

# Our Feedback Centre

Our [Feedback Centre](#) allows people who have used local health and care services to leave a review of each experience, including an overall 'star' rating.

Reviews for each service are published on the website, so that the public and other users can see them.

They can also be viewed by service commissioners and providers to help them understand people's experiences, both positive and where changes are needed. Providers can also respond to reviews.

## How to leave a review:

- Go to our [Feedback Centre](#), find the service you wish to review (or add it), and click on 'Leave your feedback'.
- Follow our [step-by-step guide](#) or video guide to leaving a review.

*Please note that all reviews are validated before publication.*

### Step-by-step guide to leaving a review

To leave a review, please follow the steps below, or use our '[walkthrough guide](#)' which shows how to tell us your experiences. Please also see below a video guide to leaving a review.

1. Find the service you wish to review – using the search box to the right or the listings below.
2. Once you have found the service – click on 'Leave your feedback'.
3. Complete the review – tell us about your experience and leave your rating.
4. Click 'Submit feedback' and your review will be submitted.
5. Once validated by Healthwatch staff the review will be published on the Feedback Centre.  
*Please note that this may not happen immediately.*



# For more information

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