

Information and Signposting Service: Enquiries during February 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.

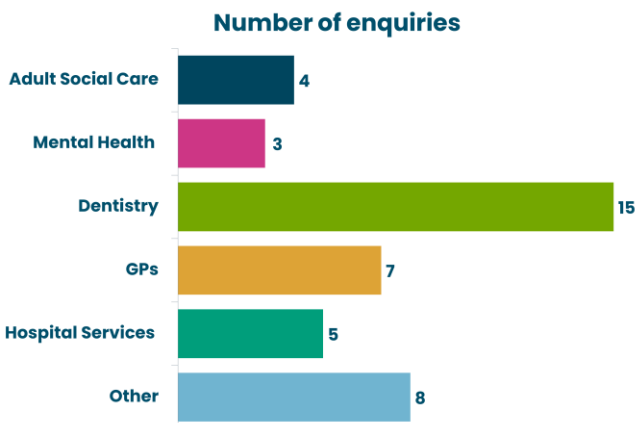
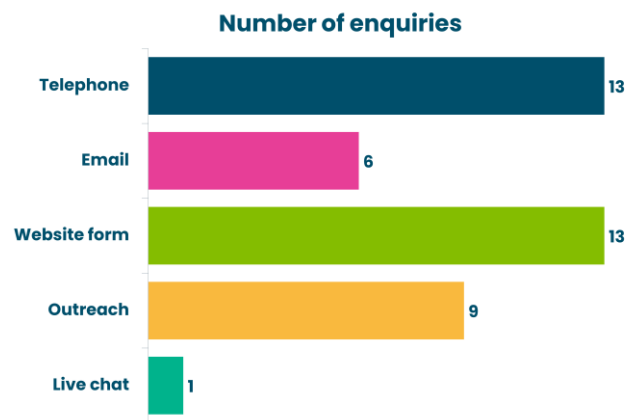
We also offer information if people want to share their experience or make a complaint.

An overview of the enquiries received in February 2023

Method of contact

We received 42 enquiries during February 2023, which is the same number as the previous month.

The most common methods by which people made their enquiry was telephone and website contact form, followed by face to face during outreach work.



Enquiry themes

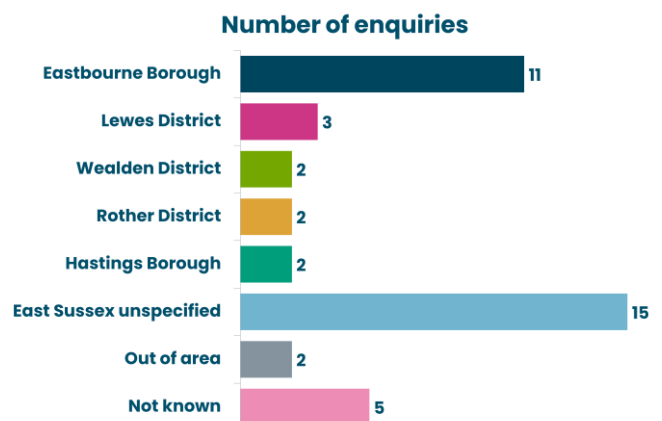
The most common enquiry theme in February was Dentistry, with 15 enquiries, compared to nine in the previous month. A further seven enquiries in February were regarding GP services, compared to 13 in January.

‘Other’ enquiries related to services including opticians, bereavement support and ambulance services.

Location of enquiries

East Sussex unspecified area was the most common location for enquiries in February 2023. This was followed by Eastbourne Borough, with 11 enquiries and Lewes District with three.

Two enquiries were received from each of the other districts and boroughs in East Sussex this month.



Four most common enquiry themes:

Dentistry (15)

The most common theme for enquiries received this month was Dentistry, up from 9 the previous month.

12 dental enquiries were from individuals who have been unable to find an NHS dentist. Three of these enquiries reported that their usual dentist is no longer seeing NHS patients and private treatment is not affordable for them.

A further 3 enquiries were regarding poor dental care and treatment.

GP Services (7)

4 enquiries were related to a lack of access to GP services for asylum seekers, due to individuals not being registered with a GP and not having the relevant certificate to access services.

Two enquiries were regarding the lack of access to face-to-face appointments and poor care from their GP. However, one enquiry received was regarding a positive experience of the treatment they had received from their GP.

Hospital Services (5)

Three enquiries regarded a lack of follow up care from hospital services including gastroenterology and post cancer care.

Once enquiry was regarding a lack of discharge planning for a hospital inpatient and a further enquiry was regarding a lack of access to required prescription whilst under the care of a hospital consultant.

Adult Social Care (4)

Two enquiries were regarding Adult Social Care Assessments and queries related to the financial aspect of the assessment. These enquiries included issues with the length of time to wait for an assessment and lack of support from ASC.

One enquiry related to a request for help with a complaint and one raised a concern about the quality of care at a nursing home.

Trends in enquiries

We received 42 enquiries in February, the same number as received the previous month.

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

- Advice regarding complaints involving mental health services
- Poor experience of rheumatology services
- Delays and issues with prescriptions
- Services for people with anxiety and depression

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 February 2023 included:

- Poor hospital care which resulted in a relative passing away
- Poor care and experience of adult mental health services
- Poor experience of specialist hospital 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 or visit their website: <https://www.theadvocacypeople.org.uk/>



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