

healthwatch East

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to us

have
your
say



Come on board
health and
services

What are we hearing, monitoring
and doing?

April to June 2023

healthwatch
East Sussex

What we are hearing, monitoring and doing?

About

Healthwatch are the independent public champion for health and care.

We monitor health and care services so that we can understand what issues are affecting people locally.

We use patient and public feedback and experiences to inform decision-makers and guide our work and projects.

This document is a summary of the things we have heard about health and care, the issues we are monitoring and the actions we are taking.

Get in touch and tell us your experiences:

Please share your experiences and help us understand how things are for you:

- **Leave a review on our [Feedback Centre](#)**
- **Contact our [Information & Signposting Service](#)**

Email: enquiries@healthwatcheastsussex.co.uk

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

What are we hearing?

Issue	Description	Sources	Our actions
Pharmacy closures	<ul style="list-style-type: none"> Impact of proposed pharmacy changes and closures in East Sussex. Concerns over reduced access. 	<ul style="list-style-type: none"> Health and Wellbeing Board Hot Topic meetings 	<ul style="list-style-type: none"> Consider public engagement to explore impacts Speak to service commissioners
Out-of-hours Pharmacy provision	<ul style="list-style-type: none"> Lack of public awareness and clarity on out-of-hours pharmacy provision in East Sussex. 	<ul style="list-style-type: none"> Public engagement 	<ul style="list-style-type: none"> Share availability information Raise with health commissioners
Social Care Assessments	<ul style="list-style-type: none"> Waits and delays for social care assessments and re-assessments Limited clarity for people wishing to leave feedback but not complain. 	<ul style="list-style-type: none"> Enquiries 	<ul style="list-style-type: none"> Consider public engagement to explore impacts
Enhanced services delivered by GPs	<ul style="list-style-type: none"> Public/patient confusion over variation in services provided by GP practices. Specific issue identified with availability of Ear Wax removal. Private costs for non-NHS alternatives. 	<ul style="list-style-type: none"> Enquiries 	<ul style="list-style-type: none"> Liaison with NHS Sussex Public survey GP Audit of Services
'Fit to fish' requirement for the fishing community	<ul style="list-style-type: none"> Implications of 'fit to fish' requirement Challenges accessing GPs (pre-booked appts) and costs for accreditation. Potential issues of digital exclusion. 	<ul style="list-style-type: none"> Public engagement 	<ul style="list-style-type: none"> Consider public engagement to explore impacts Raise with the NHS
Health and care outcomes in Lewes Prison	<ul style="list-style-type: none"> Variability in health and care experiences at Lewes Prison. 	<ul style="list-style-type: none"> Outreach activity at Lewes Prison 	<ul style="list-style-type: none"> Maintain monthly prison visits to collect feedback

Priority Key	High	Emerging issue requiring further inquiry	Medium	Issue being explored.	Low	Issue being monitored to identify new issues.
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What are we monitoring?

Issue	Description	Sources	Our actions
NHS Industrial Action	Is industrial action affecting patients, the public and staff? If so, how?	<ul style="list-style-type: none"> Enquiries Feedback 	<ul style="list-style-type: none"> Monitor to see if an emerging issue
Advocacy provision	<ul style="list-style-type: none"> Potential gaps between advocacy services leaving people unsupported. Different providers of advocacy in different locations across Sussex. 	<ul style="list-style-type: none"> Enquiries 	<ul style="list-style-type: none"> Raise with Sussex ICB Raise with Local Authority (ESCC)
Experiences of migrants in accessing health services	<ul style="list-style-type: none"> Inconsistent support for migrants and asylum seekers in Eastbourne. Lack of clarity on responsibilities of accommodation providers. Pressure on voluntary sector support. 	<ul style="list-style-type: none"> Enquiries Information & Signposting outreach 	<ul style="list-style-type: none"> Undertake further engagement activity Share findings with NHS Sussex
Access to NHS 111, A&E and Ambulances	<ul style="list-style-type: none"> Concerns over waiting times. Are they improving or declining? Wait times for NHS 111 Clinical Advice Service callbacks. Impacts on people's health outcomes. 	<ul style="list-style-type: none"> Enquiries Feedback 	<ul style="list-style-type: none"> Monitor to gather feedback Consider survey NHS 111 One year on
Access to GP appointments	<ul style="list-style-type: none"> Concerns over timely access to GP appointments. Anxiety over lack of face-to-face options. 	<ul style="list-style-type: none"> Enquiry feedback 	<ul style="list-style-type: none"> Sharing feedback with NHS Sussex monthly
Dentistry	<ul style="list-style-type: none"> Access to NHS dentistry services. Cost of living impacts reducing take-up of NHS and private treatment. 	<ul style="list-style-type: none"> Enquiry feedback HWES/HWiSx Dental research and reports 	<ul style="list-style-type: none"> Liaising with NHS Sussex quarterly Monitoring feedback regularly

Priority Key	High	Emerging issue requiring further inquiry	Medium	Issue being explored.	Low	Issue being monitored to identify new issues.
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What are we doing?

Issue	Description	Our actions
Accessibility audit of GP practices <i>(July to Sep 2023)</i>	<ul style="list-style-type: none"> • Eastbourne Listening Tour feedback raised concerns over accessibility and adaptations at GP practice sites. • Lay audits to assess physical access. 	<ul style="list-style-type: none"> • Pilot to undertake accessibility audits at GP Practices in Eastbourne and Polegate.
HWES Engagement Roadshow events <i>(July to Sep 2023)</i>	<ul style="list-style-type: none"> • A series of seven face-to-face public engagement events across East Sussex, to broaden geographical and social access. 	<ul style="list-style-type: none"> • HWES engagement at seven high profile public events across East Sussex.
Experiences of Emergency Departments and Minor Injury Units <i>(July to Sep 2023)</i>	<ul style="list-style-type: none"> • Healthwatch is working with East Sussex Healthcare NHS Trust (ESHT) to explore what is working well in Emergency Departments and where they could be improved. 	<ul style="list-style-type: none"> • ‘Enter and View’ of Emergency Departments and Minor Injury Units in East Sussex.
Rye Listening Tour 2023 <i>(September 2023)</i>	<ul style="list-style-type: none"> • Four weeks of dedicated engagement in Rye and the surrounding area to identify local health and care themes. • Mapping of local issues and responses. 	<ul style="list-style-type: none"> • Public engagement through lines of enquiry and events. • Focused engagement on specific themes (TBC).
Experiences of ear wax removal <i>(Oct to Dec 2023)</i>	<ul style="list-style-type: none"> • Variable experiences of audiology and hearing related services and support. • Emphasis on access to ear wax removal services across East Sussex. 	<ul style="list-style-type: none"> • Public survey to explore experiences of ear wax removal service. • Audit of GP ear wax removal services.

Our recent publications

Title	Summary
<u>Healthwatch East Sussex Annual Report 2022-23: Together we're making health and social care better</u>	Our 2022-23 annual report highlights how we listened to the voices of the public, patients and partners and used people's experiences to help shape health and social care in East Sussex. It also sets out our priorities for 2023-24.
<u>Experiences of the 'Enhanced Health in Care Homes' Programme</u>	This report outlines feedback from residents in care homes about access to healthcare and support services, including the Enhanced Health in Care Home scheme.
<u>What we heard through enquiries in 2022-23</u>	Our Information & Signposting service received 600 enquiries and service reviews during 2022-23. This report outlines what we heard, how we used the information for patient benefit and our plans for 2023-24.
<u>Putting a Face to Unmet Need</u>	In 2022 we undertook research into unmet health and care needs of East Sussex residents. This report calls for better communication between local health and care services to provide a more integrated and holistic experience for service users.
<u>What we heard in Quarter 4 2022-23</u>	This report summarises the health and care themes people shared with our Information & Signposting service, as well as the reviews that have been left on our Feedback Centre during Q4 2022-23.
<u>Experiences of Dentistry in Sussex</u>	The three Sussex Healthwatch gathered people's recent experiences of accessing NHS dentistry in early 2023 via a short poll. This report summarises their responses.
<u>Information and Signposting Service: Enquiries during March 2023</u>	Our report provides an overview of the enquiries received via our Information & Signposting service, as well as the reviews that were left on our Feedback Centre during March 2023.