

'You Said, We Did' – July 2023

We regularly review the experiences you told us through public events, surveys, [Feedback Centre](#) and [Information & Signposting](#) enquiries.

These help us understand where things are working well and where they need to change. We hear positive stories about how services have supported and assisted you, as well as mixed experiences, and where things need to be better.

Healthwatch uses your feedback with health and care decision-makers to seek a positive difference, and this document sets out the changes you have helped us to deliver during July 2023.

You Said

We Did

A dental patient told us their NHS dentist told them their root canal could not be undertaken by them on the NHS and would need to be provided privately by another dentist.

We shared NHS information highlighting that root canal treatment is available on the NHS as a Band 2 treatment. We also contacted the NHS England Dentistry commissioning team to clarify this and shared the confirmation.

We heard from someone whose mother had diabetes and the start of an ulcer on her foot, but wasn't registered with a GP.

We provided details of which local GP surgery to register with, and information on a drop-in clinic providing same day appointments so they could access prompt treatment.

A patient wanted to move GP surgeries as their current one is challenging for them to access due to their dementia and they were seeking support and advice on how to do so.

The preferred surgery was out of the patient's catchment area, so we engaged with the patient about their rights and supported them to contact the GP allocations team and also offered information on dementia and support for carers.

An enquirer was seeking an NHS dentist for their elderly mother who has Alzheimer's, but had so far been unsuccessful in finding one accepting new patients.

We gave contact details of the Sussex Dental Helpdesk, the HWiS dental guidance on how to navigate NHS dentistry and information on additional local NHS dentistry sessions.

Our Contributions and interventions

We received feedback that the [Prescription on Demand \(POD\) Service](#) would cease operating in September 2023, with users outlining how they would be affected. We contacted NHS Sussex commissioners to share the feedback and seek assurances that affected patients are being contacted in good time and suitable alternatives put in place. We also distributed information to the public to raise awareness of the changes.

Healthwatch liaised with NHS Primary Care colleagues to support GP practice awareness and preparations to support the local fishing community in undergoing medicals and obtaining ML5 certificates before going to sea, as part of changes being implemented from November 2023.

Patients highlighted extended wait times for responses to complaints made to University Hospitals Sussex NHS Foundation Trust. We raised this with the Complaints team at the Trust and Patient Experience team at NHS Sussex to highlight the anxiety of patients when they don't receive timely responses and ask that complaint policies and timeframes from all NHS Trusts are clearly and regularly communicated.

We engaged with colleagues in Adult Social Care at East Sussex County Council to share feedback that the Financial Assessment calculator on the website was felt to be challenging as the questions aren't provided up front, so the required information can't be collated before you start.

"You've been most helpful. I'm very impressed with your service."

"Thank you so much, you've been really helpful. It came at exactly the right time."

Share your experiences with us

Used a health or care service recently? If so, please tell us about your experience by leaving a review on our dedicated [Feedback Centre](#).

Support and assistance

If you need support in accessing health and care services, please contact our Information & Signposting service via:

enquiries@healthwatcheastsussex.co.uk or 0333 101 4007

Contact Us

To find out more about Healthwatch East Sussex, please go to: www.healthwatcheastsussex.co.uk or contact us via:

Email - enquiries@healthwatcheastsussex.co.uk

Phone - 0333 101 4007

Twitter - @HealthwatchES

Reports and publications

All our reports are published on our website: <https://healthwatcheastsussex.co.uk/>