

'You Said, We Did' – August 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 issues you helped us raised and any changes you have helped us to deliver during August 2023.

You Said

We Did

We were contacted by someone needing help travelling to a hospital appointment. They didn't drive and due to their medical condition couldn't access public transport.

We shared information and contact details for the [Non-emergency Patient Transport Service](#) (NEPTS), outlining the eligibility criteria and explaining how to book transport.

An individual with multiple disabilities had been unable to access appropriate support services. They felt this was due to their poor mental health and communication difficulties.

We informed them of their right to a [needs assessment](#) through Adult Social Care and made a referral on their behalf for a [community advocate](#) to support them in expressing their needs.

We heard from someone struggling to get their parent's care home to share an incident report relating to an injury their parent sustained.

We shared details on the '[duty of candour](#)' obligation for residential homes to share details with residents and families when an injury has occurred. We also highlighted the right to complain if a request is ignored.

A concerned enquirer told us their relative was being discharged from hospital before arrangements for suitable care at home were finalised, and they were concerned for their safety.

We advised contact with the [Patient Advice and Liaison Service](#) to ensure the patient and their family were included in the discharge assessment process and this was completed before the patient leaves hospital.

Our Contributions and interventions

During our regular meetings with colleagues from NHS Sussex Primary Care we continued to share common themes raised in patient feedback, highlighting long waits and delays for people seeking GP appointments, dental appointments, calls to NHS 111 and visits to A&E. We also shared feedback from reviews left on our Feedback Centre on Primary Care services to highlight specific examples.

Healthwatch promoted the publication of the results from the [2023 GP Patient Survey](#) with the public, GP practices and NHS commissioners. Our goal was to raise patient awareness of the performance of their GP practice based on feedback, and to highlight the value of patients sharing their experiences.

During August we continued to share information and advice for patients on the steps to take during periods of industrial action by NHS staff. We highlighted the scale and nature of the impact on NHS and other services, offering patients and the public clear advice on which actions to take in relation to both routine and emergency medical care and treatment, including the use of NHS 111 and A&E.

We worked with colleagues at other local Healthwatch to raise the issue of increasingly long waits for outcomes to complaints referred to the Parliamentary and Health Service Ombudsman (PHSO). We have asked Healthwatch England to raise this issue nationally with NHS England.

“Thank you so much for your very helpful email about making a complaint about an NHS service.”

“The information about the availability of urgent NHS treatment through some dental surgeries on a one-off basis is really useful.”

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/>