

healthwatch



**What are we hearing, monitoring
and doing
July to September 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
Experiences of Hospital discharge	<ul style="list-style-type: none"> Poor experiences of the hospital discharge process. Concerns over pre-discharge and post-discharge care preparations. 	<ul style="list-style-type: none"> Public/patient feedback 	<ul style="list-style-type: none"> Engage with Hospital Trusts Continue to gather feedback
Wait times for mental health support	<ul style="list-style-type: none"> Long waits for referrals and access to mental health support services. 	<ul style="list-style-type: none"> Public/patient feedback 	<ul style="list-style-type: none"> Speak to service commissioners Continue to gather feedback
Equality, diversity and inclusion in services	<ul style="list-style-type: none"> Accessibility of health and care services: digital divide; dementia-friendly; dyslexia; hearing impaired; literacy in comms; lack of quiet spaces; same-sex parents; physical accessibility of sites. 	<ul style="list-style-type: none"> Public/patient feedback 	<ul style="list-style-type: none"> Speak to service commissioners Continue to gather feedback
Extended delays to NHS complaints.	<ul style="list-style-type: none"> Long waits and mixed outcomes for complaints: <ul style="list-style-type: none"> made to some NHS Trusts escalated to Parliamentary Health Standards Ombudsman (PHSO) 	<ul style="list-style-type: none"> Public/patient feedback Healthwatch in Sussex liaison 	<ul style="list-style-type: none"> Raised with NHS Sussex and Trusts Escalated to Healthwatch England and NHS England
Health and care outcomes in Lewes Prison	<ul style="list-style-type: none"> Variable health and care experiences of residents at Lewes Prison. 	<ul style="list-style-type: none"> Outreach activity at Lewes Prison Advocacy Services 	<ul style="list-style-type: none"> Monthly visits to offer support and information Liaison with prison health provider

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

Issue	Description	Sources	Our actions
NHS Industrial Action	<ul style="list-style-type: none"> Effects of industrial action on patients and the public. 	<ul style="list-style-type: none"> Public/patient feedback 	<ul style="list-style-type: none"> Monitor to identify impacts
Advocacy provision	<ul style="list-style-type: none"> Potential gaps between advocacy services leaving people unsupported. Long waits for community advocacy service support. 	<ul style="list-style-type: none"> Public/patient feedback 	<ul style="list-style-type: none"> Raised with NHS Sussex Raised with Local Authority (ESCC)
Impacts of BMA Guidance on GP appts per day	<ul style="list-style-type: none"> Potential limit to number of appts per day per GP (25) in response to BMA guidance. Potential reductions to practice capacity. 	<ul style="list-style-type: none"> NHS Sussex liaison Healthwatch in Sussex liaison 	<ul style="list-style-type: none"> Raised with NHS Sussex Mapping practices
Experiences of asylum seekers	<ul style="list-style-type: none"> Inconsistent support for migrants and asylum seekers in Eastbourne. 	<ul style="list-style-type: none"> Public/patient feedback 	<ul style="list-style-type: none"> Shared report with ESCC/NHS Sussex
Pharmacy accessibility	<ul style="list-style-type: none"> Impact(s) of changes, closures and out-of-hours provision in East Sussex. 	<ul style="list-style-type: none"> Public/patient feedback 	<ul style="list-style-type: none"> Continue to gather feedback
Access to NHS 111, A&E and Ambulances	<ul style="list-style-type: none"> Concerns over waiting times. Wait times for NHS 111 Clinical Advice Service callbacks. Impacts on people's health outcomes. 	<ul style="list-style-type: none"> Public/patient feedback 	<ul style="list-style-type: none"> Monitor to identify impacts NHS 111 'One year on' visits
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"> Public/patient feedback 	<ul style="list-style-type: none"> Sharing feedback with NHS Sussex monthly
Access to NHS dentistry	<ul style="list-style-type: none"> Timely access to NHS dentistry services. Cost of living reducing take-up of NHS and private treatment. 	<ul style="list-style-type: none"> HWES/HWiSx Dental research and reports 	<ul style="list-style-type: none"> Monitoring public feedback regularly Liaising with HOSC

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
Enter and View of Care Homes in Rye and Rother <i>(Oct to Nov 2023)</i>	To support our Rye Listening Tour, Healthwatch staff and volunteers will visit care homes in Rye and rural Rother to identify positives and areas for change.	<ul style="list-style-type: none"> • 'Enter and View' of approx. 20 Care Homes in Rye and Rother.
Experiences of Paediatric Services <i>(Oct to Dec 2023)</i>	Healthwatch is working with East Sussex Healthcare NHS Trust (ESHT) to explore what is working well in Paediatric Services and where they could be improved.	<ul style="list-style-type: none"> • 'Enter and View' of Paediatric Services in East Sussex to gather patient experiences.
Patient Led Assessments of the Care Environment (PLACE) visits <i>(Oct to Nov 2023)</i>	Healthwatch staff and volunteers are visiting 'patient' spaces and reviewing them using the PLACE methodology, sharing findings and feedback with local NHS Trusts.	<ul style="list-style-type: none"> • Undertaking 16 visits and PLACE reviews in NHS settings across East Sussex to support improved patient experiences.
Experiences of ear wax removal <i>(Oct to Dec 2023)</i>	We have heard about variable experiences of GP services in response to audiology and hearing related services (ear wax removal) and wish to gather further insight from patients and the public.	<ul style="list-style-type: none"> • Public survey to explore experiences of ear wax removal service. • <i>Potential audit of GP ear wax removal services.</i>
Outreach visits to Lewes Prison and Food Banks. <i>(Oct to Dec 2023)</i>	As part of our goal of pro-actively offering support to all communities and hearing all voices, we will be delivering outreach sessions across the county.	<ul style="list-style-type: none"> • Information & Signposting Advisors delivering sessions to respond to health and care enquiries.

Our recent publications

Title	Summary
<u>Mystery Shopping Review of Bexhill PCN (Primary Care Network) Websites</u>	Healthwatch volunteers and staff 'Mystery Shopped' a draft website for one of the three practices that make up Bexhill Primary Care Network [PCN]. We shared feedback to support them in delivering an effective website focused on accessibility, navigability and the right content for patients and the public.
<u>Asylum Seekers: Experiences of Health and Care in Eastbourne</u>	Healthwatch engaged with asylum seekers in Eastbourne to learn about their experiences of accessing health and care services locally. We conclude that barriers experienced by asylum seekers stem from communication, the need for services to work together, and a lack of resources available to asylum seekers.
<u>'Your Voice Counts: Celebrating 10 years of Healthwatch' – Feedback from the Healthwatch East Sussex Annual Event 2023</u>	This report provides a brief summary of our 2023 Annual Event 'Your Voice Counts: Celebrating 10 years of Healthwatch' with a focus on the points raised during the table discussions and participant's consideration of the theme 'Your Voice Counts'.
<u>Children In Care: Experiences of Review Health Assessments</u>	East Sussex Healthcare NHS Trust (ESHT) commissioned Young Healthwatch East Sussex (YHWES) to engage with young people (aged 11 to 19), living in foster care in East Sussex, to understand how ESHT could improve young people's experiences of having a Review Health Assessment.
<u>'You Said – We Did' – July 2023</u>	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.
<u>ESHT Complaints Review 2023: Findings and learning</u>	Healthwatch East Sussex (HWES) volunteers reviewed the processes used by East Sussex Healthcare NHS Trust (ESHT) when they are in receipt of a complaint, fed back on the experience and highlighted some areas for potential development.