

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

You Said

We Did

We heard from a spouse who felt their partner was discharged too soon from hospital and without support, leading to a fall, further complications and a long-term return to hospital.

We shared details of the PALS team and process for submitting a formal complaint to the hospital trust, as well as the HWES Guide to Complaints, details of Independent Health Complaints Advocacy and the CQC for escalation if required.

A patient got in touch to tell us how well they had been treated by their GP practice, after moving from one elsewhere, highlighting how responsive, friendly and professional they are.

We passed on this positive feedback to NHS Sussex, so they were aware (as service commissioners) of the practice's positive performance from a user perspective, and so it could be shared with staff at the practice.

We heard from an individual who was unhappy with the service provided by their GP practice. They asked us if it would be possible for them to move to a different nearby practice.

We contacted colleagues at NHS Sussex who told us that the individual lives in the catchment area for 3 GP Practices, so they have the option to register with a different practice. We shared this information with the patient.

We heard from a parent who was concerned about their child's diet. They had approached their GP but nothing had happened and they didn't know what to do.

We shared details of how to make a self-referral to the East Sussex School Health Service which focuses on the health and well-being of school-aged children, including healthy eating.

Our Contributions and interventions

Through our engagement activity, we've heard that healthcare information and advice may be difficult to access for people from ethnically diverse communities. To support with this, our Information and Signposting team delivered a workshop about health and care services, and the role of Healthwatch East Sussex, as part of an Open Access English Course organised by Diversity Resource International (DRI), for people from minority ethnic groups.

We heard via our Information and Signposting service of an individual struggling to get her communication support needs met by healthcare providers. This was raised with the individual health provider via NHS Sussex, who agreed to provide further staff training on Accessible Information and contact the RNIB to support the provider to make reasonable adjustments to support visually impaired patients.

We continued to share and promote our report '[Asylum Seekers: Experiences of Health and Care in Eastbourne](#)' which outlines experiences of health and care locally and identifies potential areas for change. To raise the profile of these issues, we've presented it at Healthwatch England's Research and Insight Network Group and the East Sussex Communications and Involvement Group and shared it with NHS Sussex to increase their awareness of the issues.

We worked with NHS Sussex and The Fishermen's Mission charity to ensure a co-ordinated approach was taken to address concerns we heard about Fishermen being required by new legal requirements to have a signed medical certificate to enable them to fish from their GP. Information was shared with GP Practices in East Sussex and plans put in place to provide appointments for this purpose.

*"You've been most helpful. I'm very impressed with your service."
"Thank you for everything you've done."*

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/>