

# 'You Said, We Did' – October 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 October 2023.

## You Said

## We Did

We heard from more people with complex personal and health circumstances who often require support to navigate and communicate with multiple agencies to ensure their needs are met.

We told our NHS Sussex and Adult Social Care colleagues about the challenges some people are facing, especially where needs are complex and require support outside of leaving feedback or making a complaint e.g. dementia, hearing impairment.

We received several enquiries from people who had been unable to find a COVID-19 vaccination session in their local area, despite having received an invitation to have the vaccine.

We contacted the NHS Sussex Vaccinations Team and shared their response with enquirers. We also shared information on GP-led vaccination clinics and the phone number for the Sussex Covid Vaccination Helpdesk.

We heard from an individual who had been advised they needed a Fast Track assessment for Continuing Healthcare (CHC) but did not know how to access this service.

We provided information on the Fast Track Patient Pathway for CHC, including a Patient Information Leaflet, which included eligibility criteria and the referral process.

We received a request from a local VSCE volunteer supporting asylum seekers to ask if they are eligible for free hearing aids via the NHS?

We responded advising that NHS information suggests that they are free via the NHS if recommended by a specialist. We also provided links to the NHS webpage on hearing aids.

## Our Contributions and interventions

We told our NHS Primary Care colleagues we have heard from people facing barriers in accessing and using GPs and other services, especially if they have a speech or hearing related issue which makes phone and virtual engagement challenging. We shared resources from [STAMMA](#) so that GP practices could recognise and take steps to improve accessibility for people who stammer.

We have recently published an [Introductory Guide to Adult Social Care](#) aimed at supporting people engaging with social care services for the first time. We have heard that identifying where and how to access information, advice and support can be an overwhelming experience. Our guide seeks to provide some first steps.

We completed accessibility audits at seven GP practices across Eastbourne. These explored the internal and external physical accessibility of sites, adaptations and reasonable adjustments. We are sharing the findings and recommendations with individual GP practices. An overview report sharing our learning from all the sites we have visited and reviewed will be published in November 2023.

We told NHS Sussex a GP practice had sent a message indicating that in line with British Medical Association (BMA) guidance, they were restricting appointments with GPs to 25 a day, which patients feared may reduce access. We heard how practices were adapting and if appropriate patients may see other health professionals instead and still receive support that best meets their needs.

*“Thank you very much for your help. You're very kind”  
“Your website is quite informative”*

### 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](mailto: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](http://www.healthwatcheastsussex.co.uk) or contact us via:

Email - [enquiries@healthwatcheastsussex.co.uk](mailto:enquiries@healthwatcheastsussex.co.uk)

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### Reports and publications

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