

'You Said, We Did' – January 2024

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 January 2024.

You Said

We heard from a concerned parent whose child had a painful verruca. Their GP practice had informed them they don't provide verruca treatment, and they didn't know what to do next.

We were contacted by a disabled patient who could no longer get to their GP practice. Due to their limited mobility, they didn't drive, were unable to use public transport and could not afford a taxi.

We were contacted by an individual who wanted help to make a formal complaint regarding a family member's treatment by an NHS Service.

We were contacted by an individual seeking an NHS dentist accepting new patients in the Lewes part of East Sussex. This is one of our most common enquires.

We Did

We contacted NHS Sussex, who suggested trying over the counter medication first is recommended, but cryotherapy is offered as a standard GP service and should be available if needed. We passed this information onto the parent.

We researched transport options and identified a free pre-bookable, door to door 'dial-a-ride' [service](#) that the individual could access. We shared the service details and sent them an information leaflet so they had the details to-hand.

We shared our [Healthwatch Guidance on Health and Care Complaints](#), as well as signposting them to [The Advocacy People](#) to access free and confidential Independent Health Complaints Advocacy support.

We reviewed the [Find-a-Dentist](#) website and list of additional dentistry sessions. We emailed details of a practice in Lewes accepting new NHS patients, the Sussex Dental Helpdesk number and [HWiS guide to Dentistry](#).

Our Contributions and interventions

We responded to a request from the East Sussex Health Overview and Scrutiny Committee (HOSC) to share public/patient feedback on the proposed changes to the paediatric pathway for urgent care at Eastbourne District General Hospital. We shared what we had heard, our observations and questions to ensure the benefits for patients are clear and feedback is regularly captured so the impacts of changes can be monitored moving forwards.

We discussed current trends and themes around NHS complaints and advocacy with our colleagues at [The Advocacy People](#). We highlighted concerns around the limited guidance and support for children and young people to leave feedback or make complaints to health and care services. We shared our thoughts with NHS Sussex to ask whether more can be done to support them with these processes.

We contributed to the Watchdog Group of the [Sussex Integrated Dataset](#) (SID) to support NHS Sussex in ensuring that patient data is used appropriately, has robust safeguards to protect it, and access is restricted to approved individuals exploring relevant health and care themes. We heard how the SID is supporting GPs and other services to better understand the health needs of people across Sussex.

We liaised with Healthwatch England to explore how we can share our feedback and insight to support their forthcoming national programme on Social Care. Our [‘Putting a Face to Unmet Need’](#) project is being shared with local Healthwatch to highlight how collaboration can support greater insight gathering on this theme.

“Thank you so much for your help. I’m pleased I called you.”

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@healthwatcheastssussex.co.uk or 0333 101 4007

Contact Us

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

Email - enquiries@healthwatcheastssussex.co.uk

Phone - 0333 101 4007

Twitter - @HealthwatchES

Reports and publications

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