

'You Said, We Did' – February 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 February 2024.

You Said

We Did

We heard from an individual who has been suffering from long-term back pain but has been unable to get an appointment with their GP.

We advised them that patients can now make a self-referral for [physiotherapy](#) services directly to the musculoskeletal (MSK) team. The physiotherapist should be able to refer on for further MSK treatment should it be necessary.

We spoke to an individual with chronic obstructive pulmonary disease (COPD) who wasn't using inhalers as often as they should as they were struggling to afford the prescription costs.

We told them about the [NHS Low Income Scheme](#), that helps to cover the cost of health care such as prescriptions, dental and eye care, and travel costs.

We heard from an individual who wanted their contraceptive implant removed, and to discuss alternatives.

We told them they could speak to their GP or access [the East Sussex sexual health](#) service free of charge, and shared details of how they could make contact.

We heard from an individual not currently registered with a GP but wished to do so. They were also seeking mental health support. They had an HC2 form which entitles access, but it is out of date.

We provided contact details of which GP to register with and explained the process. We shared details of Health in Mind and explained their services. We provided a link to enable renewal of the HC2 form.

Our contributions and interventions

We received feedback highlighting concerns about the Patient Knows Best platform which feeds into My Health and Care Record. Comments highlighted users receiving test results before correspondence/interpretation from a health professional which caused confusion and risked mis-interpretation. We shared this feedback with NHS Sussex and launched a public poll to help us understand the frequency and impact of this issue in East Sussex.

We contributed to a review of the Sussex Health and Care Assembly which is the partnership body that guides the Integrated Care System (ICS) in Sussex. We have supported changes to make the attendance and voice of partners more evenly distributed across different sectors and the appointment of an independent Chair. We will continue to champion patient voice in the Assembly.

We met with representatives of Lewes Prison's Independent Monitoring Board to help us understand more about the health and care provision for residents. We are arranging a meeting with the Care Quality Commission so we may better understand the rights of residents and responsibilities of the Prison Service and healthcare provider. We will use these to guide the recommendations when we report on our outreach and engagement with prison residents.

We met with colleagues from East Sussex Hearing to learn more about the experiences of people who are deaf, hard of hearing, or deafblind in the East Sussex area. Both parties shared insight on people's experiences of primary and acute services, with a focus on ear wax removal. We agreed pathways to share insight with regulators, commissioners and providers moving forwards.

"Thank you for your help and support"

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

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