

'You Said, We Did' – August 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 changes you have helped us to deliver during August 2024.

You Said

We Did

We heard from an enquirer who'd recently had a fall and felt increasingly unsafe in their home incase they fell again. They wanted to know what their options are for getting help.

We they could self-refer to [Health and Social Care Connect](#) for an assessment which may lead to household adaptations or support. We also identified the opportunity to access free [home safety visits](#) from East Sussex Fire and Rescue.

We heard from a parent who had tooth pain, but had been unable to find an NHS dentist for herself and two children, since their previous NHS dentist removed them from their list.

We shared information of the Sussex Dental Helpline and additional [NHS urgent dental sessions](#) that offer to treat people who have an urgent dental need, but have not been able to register with an NHS dentist.

We heard from a family whose child hadn't received their Education, Health and Care Plan (EHCP) assessment in a timely way, leading to lack of support and educational exclusion.

We provided details of the [Special Educational Needs and Disabilities Information, Advice and Support Service \(SENDIASS\)](#), which provides online information and individual advice. We also sought and shared advice from colleagues in ESCC Children's Services.

At an outreach event, an individual told us they had failed to attend hospital appointments due to being unable to afford the travel expenses.

We told them about the [NHS Healthcare Travel Cost Scheme](#), which enables those on a low income and in receipt of certain benefits, to reclaim travel expenses to hospital or outpatient appointments.

Our Contributions and interventions

We engaged with NHS Sussex about the impacts of GPs announcing [Collective Action](#) and what this means for patients as well as other services. We shared concerns over the potential effects of limiting appointments to 25 per clinician per day and changes to e-referral mechanisms, especially given existing challenges in accessing timely appointments at some practices.

In partnership with other Sussex Healthwatch, we shared feedback with NHS Sussex that patients seeking to use Non-Emergency Patient Transport Services (NEPTS) were being told the eligibility criteria had changed and they were no longer able to use the service. We supported the development of clear and simple messaging to enable the NEPTS provider to ensure users were made aware of the changes.

In August we met with Healthwatch, Advocacy and NHS colleagues to explore how people's experience of leaving feedback or making complaints to NHS organisations in Sussex can be improved. Healthwatch called for both processes to be simple, clear and accessible to all, and for complaints to be responded to in a meaningful and timely way. Clearer feedback on learning and changes made by services in response to feedback/complaints was also called for.

This month we received several enquiries related to [Right-to-Choose](#), which is patient's right to choose where they are treated by the NHS, with people telling us they faced challenges including clinicians declining requests to be treated elsewhere, being unclear on the process for such referrals, or indicating decisions lay with the Integrated Care Board. We shared this feedback with NHS Sussex with view to achieving greater clarity and consistency in delivery of Right-to-Choose.

*"You've listened to me and that's been worth it's weight in gold.."
"Thanks for your help, that's been so wonderful."*

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

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