

## Poll: NHS Satisfaction 2025

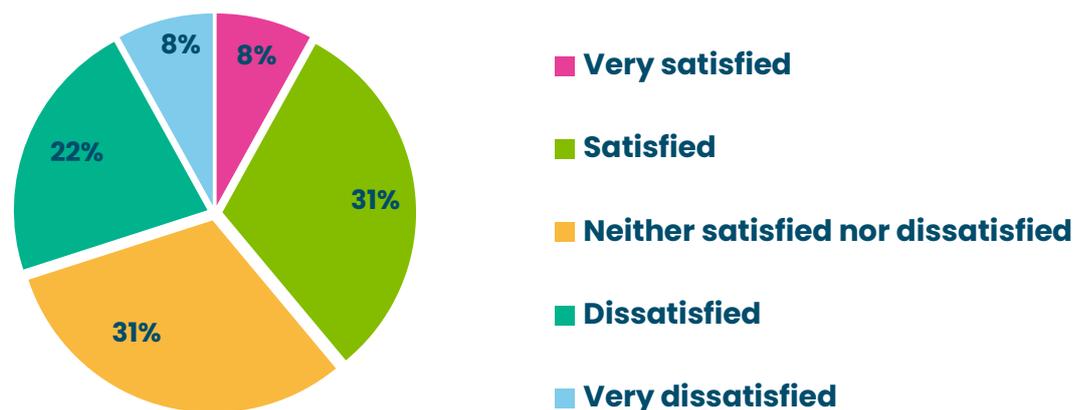
In April 2025, Healthwatch in Sussex sought people's experiences of satisfaction with their local NHS services. This included what services people felt most satisfied with and what services people felt most dissatisfied with.

### 615 people from across Sussex shared their views with us. We heard:

- 38% of people are very satisfied or satisfied with the way the NHS is run in Sussex.
- People are most satisfied with pharmacy services (64% were either very satisfied or satisfied) and GP surgeries (58% were either very satisfied or satisfied).
- People are least satisfied with GP surgeries (22% were very dissatisfied or dissatisfied and qualitative comments focused on the difficulties of getting an appointment with a GP) and outpatient appointments at hospitals (11% were very dissatisfied or dissatisfied).
- People are most confident that 'Health and social care staff are working hard to care and support patients' (71% felt very confident or somewhat confident)
- People are least confident that 'if they need medical help, the NHS has the capacity to help me' and 'if I was unwell, I would be able to get a timely appointment with my GP practice' (48% felt either not very confident or not at all confident).
- There were many open comments left that expressed people's dissatisfaction with their ability to get a GP appointment (90 comments), long waiting times for hospital appointments (89 comments) and poor communication from the NHS (51 comments).

**Overall satisfaction in Sussex:** When asked overall, how satisfied are you with the way the NHS is run in Sussex, **38% were either very satisfied or satisfied**. 30% were with very dissatisfied or dissatisfied and 31% stated they were neither satisfied nor dissatisfied as the pie chart below shows:

### Overall, how satisfied are you with the way the NHS is run in Sussex?



When compared to national data (from the 2024 [British Social Attitude survey](#)) our poll shows residents of Sussex are generally **more satisfied** with how the NHS is run locally. The BSA 2024 survey data showed that nationally only 21% of British adults were very or quite satisfied with the way the NHS is run – the lowest level of satisfaction recorded since the survey began in 1983.

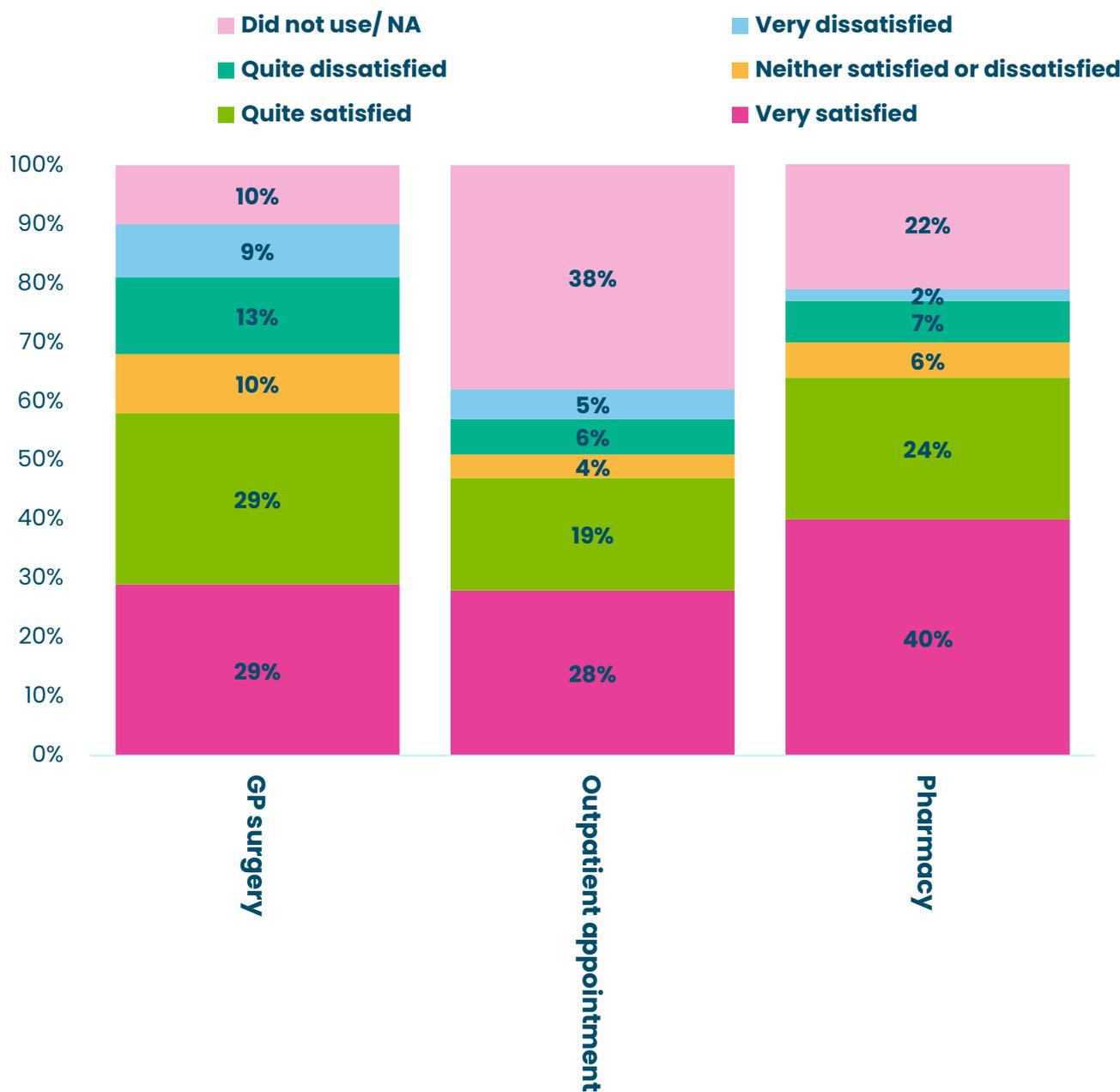
**Services used:** We asked what NHS services people had used in the last three months? Services most used were GP surgeries (83%), pharmacies (54%) and 48% who had an outpatient appointment at a hospital. Least used services included mental health services (3%) Urgent Treatment Centres (3%) and Community services such as Health Visitors and Community nurses (4%). 9% of respondents said they had been an inpatient at a hospital and 11% had used NHS 111 in the last three months.

**Satisfaction with individual NHS services:** We asked how satisfied or dissatisfied residents were with different NHS services including GPs, dentists, outpatient appointments, inpatient appointments, Emergency Departments, Mental Health services, Minor Injury Units, Urgent Treatment Centres, pharmacies, NHS 111 and community services such as Community Nursing teams and Health Visitors.

Respondents were most satisfied with Pharmacy services (64% were either very satisfied or satisfied) and GP surgeries (58% were either very satisfied or satisfied). People were also most dissatisfied with GP surgeries (22% were very dissatisfied or dissatisfied) and outpatient appointments (11% were very dissatisfied or dissatisfied).

Dissatisfaction with GP surgeries mainly stem from the problems around getting an appointment with a GP as the quotes from the open comments section show. Patients' experiences of using their local GP seems mostly positive once they were able to get an appointment, for example 52 people left comments complimenting their GP surgery.

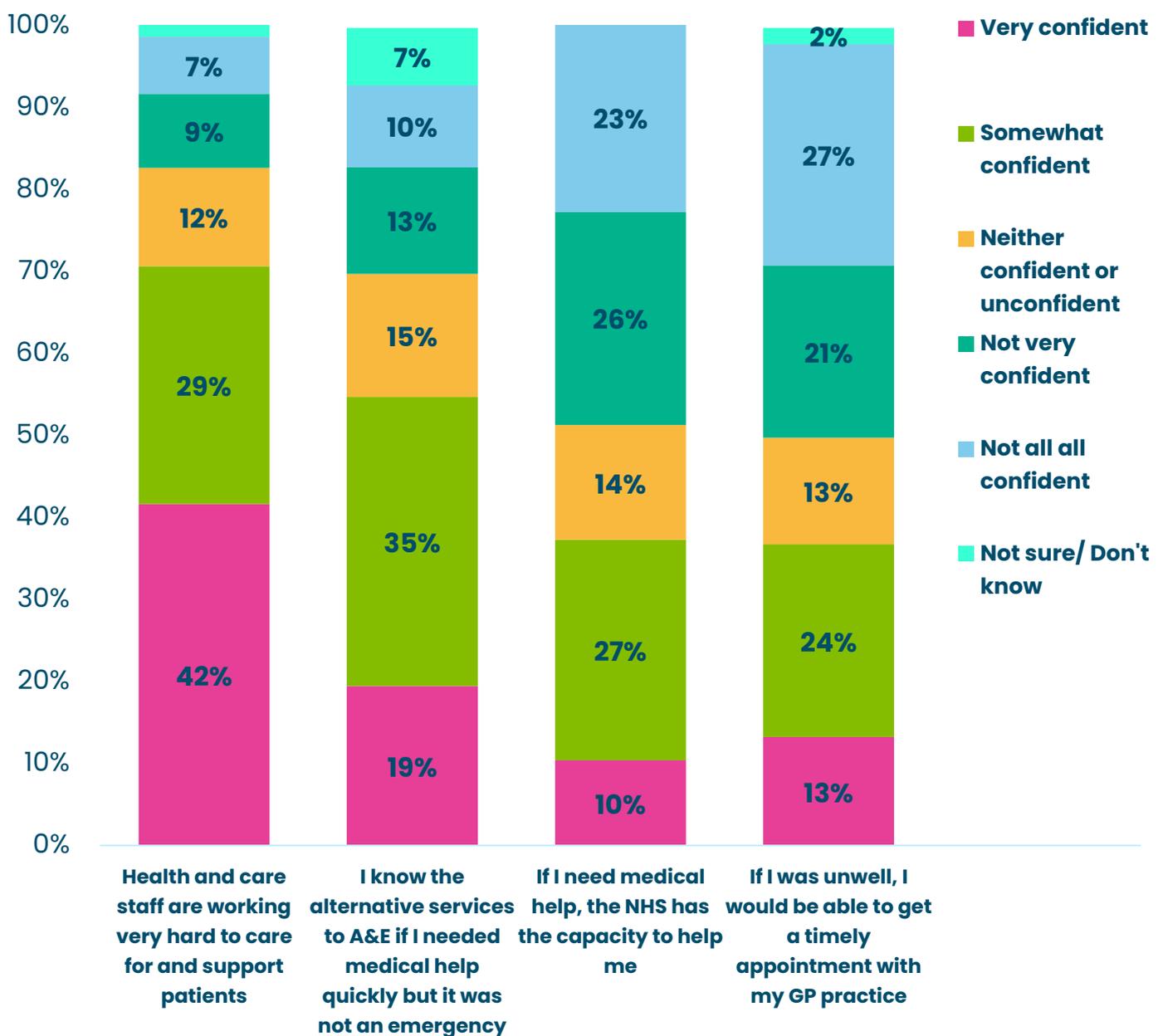
### How satisfied were you with the NHS services you accessed over the last three months?



**Confidence in NHS Services:** We asked people how confident they felt about different aspects of the NHS in Sussex. Respondents were most confident 'that health and care staff are working very hard to care for and support patients' (71% felt very confident or confident) and in 'knowing the alternative to A&E if I needed medical help quickly but it was not an emergency' (54% felt very confident or confident).

Respondents were less confident in knowing 'If I need medical help, the NHS has the capacity to help me' (49% felt not very confident or not at all confident) and 'If I was unwell, I would be able to get a timely appointment with my GP practice' (48% felt not very confident or not at all confident).

**Currently, how confident are you about the following aspects of the NHS in Sussex?**



## Respondents to our 2025 poll told us:

### People are struggling to access GP appointments (90 comments):

*"Getting a GP appointment can take weeks. It is very off putting, trying to get through the barrier of receptionists."*

*"Getting an appointment to see a doctor, in the same week you call, is almost impossible."*

*"I had to wait 2 weeks to get a face-to-face appointment with a GP and now I have a long wait to see to see a consultant. When you are in pain and worried the wait is too long."*

*"I recently received a text to say to book a GP appointment we now have to go on-line, fill in a triage form before we can get to see a doctor, even then we may only be seen by a Paramedic or Prescribing Nurse!!".*

### They are experiences problems with hospitals around poor care and treatment and waiting times to access appointments in hospitals are too long (89 comments):

*"The outpatient appointment system is seriously overloaded, and I have in the last year never been able to get an appointment in the timescale the clinic doctor wanted to see me in [...] in fact due to the length of waiting lists I have lost part of my sight permanently."*

*"Extremely disappointed with the waiting time for an appointment with Endocrinology, was originally told would be a maximum of 21 weeks waiting - it is now over 53 weeks and still nowhere near getting an appointment, just been advised it could be another 20 weeks."*

*"ENT at [xxx] need to improve their service, a 15 month wait to see a Doctor is unacceptable when you are already suffering hearing loss."*

### There are problems around communication within the NHS (51 comments):

*"I have had family members who have been referred as urgent, and they have slipped through the net twice. I have no confidence in the referral process or the responsibility between doctor and consultant."*

*"Systems don't talk to each other, so much is still paper based, phones are not answered and answerphone messages not responded to. The only contact made to me was to tell me my appointment was cancelled - when I hadn't even been told it was booked in the first place!"*

*"Communication and understanding between hospitals and GP surgeries is poor. There is a disconnect between the way the surgeries think and work and the way hospital services think and work."*

## Tell us your experience

We always want to hear more about people's experiences of health and care services.

Share your story with your local Healthwatch:

### Healthwatch Brighton & Hove

[info@healthwatchbrightonandhove.co.uk](mailto:info@healthwatchbrightonandhove.co.uk) or 01273 234 040

### Healthwatch East Sussex

[enquiries@healthwatcheastsussex.co.uk](mailto:enquiries@healthwatcheastsussex.co.uk) or 0333 101 4007

### Healthwatch West Sussex

[helpdesk@healthwatchwestsussex.co.uk](mailto:helpdesk@healthwatchwestsussex.co.uk) or 0300 012 0122