

# 'You Said, We Did' – May 2025

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 May 2025.

## You Said

We received a call from an individual who wanted to make a complaint about their GP and pharmacy but was unsure how to go about this.

The Sanctuary Café contacted us as a client's NHS registration confirmation letter included incorrect information, and their GP was unable to rectify this.

A parent contacted us seeking support from an advocate to help with the implementation of their child's Education, Health and Care Plan (EHCP).

An individual phoned us seeking help regarding a challenging situation with their supported housing and communication with their contact at Adult Social Care.

## We Did

We shared our updated [complaints guide](#), and details of [The Advocacy People](#) who support complainants and [NHS Sussex](#) as the commissioner of these services, as the caller didn't want to complain directly to the service providers.

We provided the contact details for [Primary Care Support England](#) which manages patient registrations, and issues the confirmation letters, so that the mistake could be corrected.

The enquirer was not eligible for community advocacy from [South West Advocacy Network \(SWAN\)](#) but we shared details of [SEND mediation services](#) and the support available for families with disabled children.

We provided information about how to make a complaint to the services in question and referred them for community advocacy support from [SWAN](#) to help them engage with [Adult Social Care](#) effectively.

## Our contributions and interventions

We attended Bexhill Primary Care Network's (PCN) Health and Wellness event at the De La Warr Pavillion to engage local people, meet the PCN team, and connect with other local organisations. We learnt about the services and support available in Bexhill, had insightful conversations with attendees about their experiences of health and social care, offering information and signposting advice where appropriate.

We joined the Fishermen's Mission 'Seafit' Health & Wellbeing event at Newhaven Fish & Flake Society at Newhaven Docks, supporting people with their enquiries and listening to the fishing community about their experiences of health and social care, particularly challenges in obtaining [Seafarer medical certificates](#) which we have since raised with NHS Sussex.

We have started meeting regularly with Care for the Carers to discuss how we can work together to ensure the voices of carers are being heard across East Sussex. We agreed to attend their annual Carers Voice conference and work in collaboration in relation to hospital discharge during 2025.

We heard how delays in timely access to wheelchairs was affecting local people. We raised the issue with NHS commissioners, asking for reassurance about plans to deal with the backlog and reduce wait times. Steps to address this were shared, as were updates on the future re-commissioning of wheelchair services locally.

*"Thank you so much for listening and for having a sympathetic ear. It is very rare these days that someone is actually able to help patients with these issues."*

### 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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