

'You Said, We Did' – July 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 July 2025.

You Said

We Did

An individual told us they felt their communication needs, relating to their autism, were not being understood, considered or respected by the professionals responsible for their cancer care.

We shared the NHS [Accessible Information Standard](#) which outlines how services should communicate, resources from [Macmillan](#) about neurodiversity and cancer support, and signposted them to Patient Advice and Liaison Services ([PALS](#)).

We heard from an individual experiencing an issue with pre-payment arrangements for their ESCC funded carers. The caller was unsure how to request an advocate after a recent change of provider.

We provided the contact details for [South West Advocacy Network \(SWAN\)](#) who now provide a range of advocacy services to residents of East Sussex accessing and using Adult Social Care.

An enquirer reached out to us for information about getting a learning disability diagnosis in adulthood and access to learning disability support services in East Sussex.

We shared resources from [Sense](#) advising on initial appointments with their GP. We also shared the details of [East Sussex Learning Disability Team](#) and information about [Mencap's Learning Disability Helpline](#) for further assistance if required.

An individual contacted us for information and help following their relative's dementia diagnosis. They were unsure about the patient pathway, treatment options available, and how to access support.

We provided information from the NHS on [What to do if you've just been diagnosed with dementia](#) and signposting to [Alzheimer's Research UK](#) as well as the [Alzheimer's Society](#) and [Dementia UK Admiral Nurse](#) helplines who can support with specific queries and next steps.

*"It's refreshing that you replied to me so quickly, thank you."
"Healthwatch East Sussex provides a lifeline for me when I have no-where else to go for help."*

Our contributions and interventions

Our Information & Signposting team visited two drop-in sessions at [Bexhill & Battle Foodbanks](#). This was an opportunity to meet with clients, hear their experiences of health and social care in the area and offer guidance about accessing different services locally. We learnt about [emergency food provision in the area](#) as well as the causes and wide-ranging implications of food insecurity in East Sussex. We are planning further visits to food banks throughout the year.

We attended the [Eastbourne 999 event](#) which was an opportunity for us to listen to the views from members of the public and find out what they thought of local health and care services. We engaged with over 200 people over the weekend and heard a range of feedback on the challenges of accessing some local services. This included GPs and dentists, with frustrations around waits for appointments and referrals, but feedback of generally good care once accessed.

Members of our staff team attended the [East Sussex Health and Wellbeing Board](#) to present our [2024-25 Annual Report](#) 'Unlocking The Power of People Driven Care' and the findings from our [2024-25 Listening Tour](#). Presenting at the Health and Wellbeing Board gives Healthwatch the opportunity to share what people are telling us about their experiences of health and care with local councillors and key decision makers.

We attended two NHS Sussex led workshops on the recent Major Service Reviews of [Urgent and Emergency Care](#) and [Rehabilitation and Intermediate Care](#) in Sussex. These workshops brought together partners from across the health and care system to discuss the reviews findings and recommendations and what changes will be made to delivery of these services in the future. Our focus was ensuring services remain patient-centric, and that patients and the public will be able to feed into any proposed changes.

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

Facebook - [healthwatchesussex](https://www.facebook.com/healthwatchesussex)

Reports and publications

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