

# 'You Said, We Did' – August 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 August 2025.

## You Said

## We Did

We were contacted by a VCSE organisation about a patient told by their NHS dentist they would have to arrange for an interpreter as they did not speak English, rather than the service doing this for them.

We raised this with dentistry commissioners at [NHS Sussex](#) who contacted the Dental Practice and reminded them of their legal duty to provide free translation and interpreting services to NHS patients (funded by NHS Sussex).

We heard from an individual who wanted their experience of health services to be shared with providers and commissioners to help improve access for people with visual impairments.

We are sharing this feedback with NHS Sussex Commissioning and Improvement Teams, East Sussex Healthcare NHS Trust (ESHT), as well as the Sussex Health Equity Partnership for consideration.

A disabled person contacted us for help as their stair lift had broken and the contractor from their housing association had not repaired it, despite the health and safety risk.

We shared the housing associations complaints process and policy regarding emergency repairs. We also provided information about the [Housing Ombudsman Service](#) who they can contact if the repair and subsequent complaint are not dealt with to their satisfaction.

We were contacted by an East Sussex resident who had recently moved from another county and wanted to transfer their hospital records to East Sussex Healthcare NHS Trust ([ESHT](#)).

We advised speaking with the Patient Advice and Liaison Services ([PALS](#)) team from their previous hospital to clarify procedures for patient record transfers. We explained the role of [Subject Access Requests](#) (SAR) and suggested contacting their consultant's secretary to request documents.

## Our contributions and interventions

As members of the Pharmaceutical Needs Assessment (PNA) Steering Group we participated in a review of the responses received to the public consultation on the draft PNA and contributed to drafting of the responses to the issues raised, as well as tweaks to the final wording. The finalised document will now progress to the East Sussex Health and Wellbeing Board for final scrutiny, sign-off, and publication.

We escalated concerns to NHS Sussex commissioners about how several GP practices in the county are handling complaints, after receiving feedback from patients unhappy with their experience of the process. We sought assurances about how complaints to GP's are monitored, what safeguards exist for people whose complaints are poorly handled, and how best practice in managing complaints can be used to improve experiences and outcomes.

We worked with NHS, local authority, Healthwatch and voluntary sector colleagues to finalise a survey to capture the experiences of users of mental health services accessing the revised neighborhood model across Sussex. The responses will be independently analysed by Healthwatch and used to evaluate mental health services over the next 12 months to help them best meet the needs of local people.

We attended the Sussex Health Equity Partnership to represent the three Healthwatch's in Sussex. We heard how NHS Sussex and partners are using new databases and technologies, such as the Sussex Public Health Outcomes Framework and the Johns Hopkins Risk Stratification Tool to identify people at most risk of poor health outcomes and how they are actively working to understand and mitigate the risks of digital exclusion.

*"I would never have thought of that myself; you've been so helpful."  
"I'm grateful that someone actually picked up the phone to talk to me. I appreciate your care about this."*

### 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)

Phone – 0333 101 4007

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