

You Said, We Did

December 2025

Healthwatch East Sussex is your local health and social care champion. We make sure NHS leaders and local council decision-makers hear your voice and use your feedback to improve care.

We can help you to find reliable information about health and social care services and guidance if you have concerns or want to make a complaint.

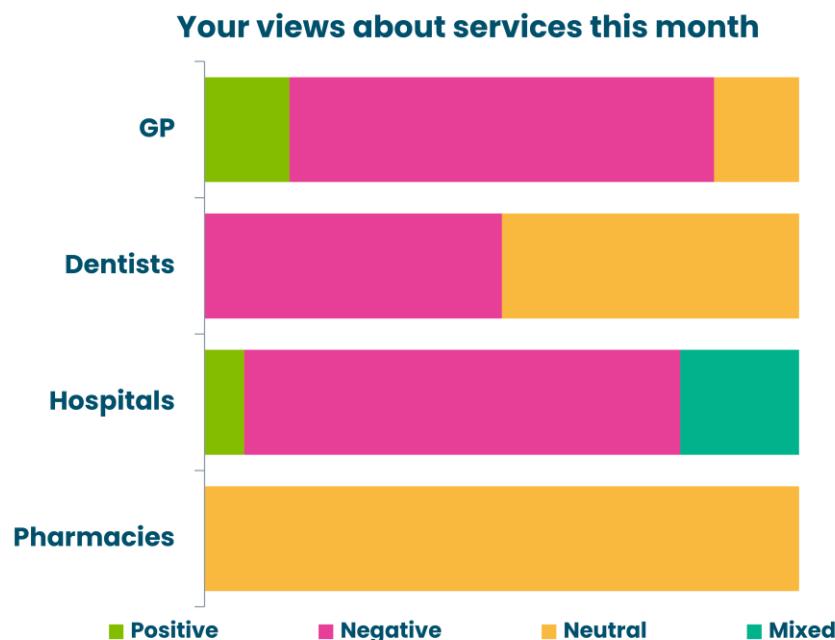
This report:

- Summarises what we have heard via our [Information and Signposting](#) service and from our engagement work this month
- Explains how we've used your feedback about services to make a difference
- Outlines some of the activities we have been involved in

This month, we received **34** enquiries to our Information and Signposting service and engaged with **11** people through our engagement work.

We continued to hear about: long waits in A&E, difficulties booking face-to-face appointments with a GP, confusion over costs and remit of NHS dental provision, dissatisfaction with strict eligibility criteria for non-emergency patient transport.

New issues this month included: lack of clarity about the definition of 'housebound' to access GP home visits, confusion about location of hospital outpatient clinics, lack of pathway and services for individuals with Avoidant/Restrictive Food Intake Disorder (ARFID).



Your experiences

We regularly review the experiences you share with us through public events, surveys, [Feedback Centre](#) and [Information & Signposting](#) enquiries.

Some feedback we've heard this month:

Positive



GP Services

"I have had two recent appointments. Both were amazingly thorough, and I was very pleased with the service I got and how quickly I was seen."

"My GP always went the extra mile"

Negative

"I could only get a telephone appointment. The line was awful, I couldn't understand what was being said. It was a complete waste of time."

"No one ever answers the phone, and the automated phone line is a minefield."

"A little bit of compassion would have gone a long way"



Hospitals

"The staff, the nurses, the doctors and admin, were incredibly professional and attentive."

"I was treated superbly throughout."

"I cannot fault my experience as an inpatient I had great communication."

"Was put in a chair in the busy waiting room where I sat for 12 hours with no food or water or toilet."

"A&E was horribly overcrowded and dangerous."

"The care was excellent but the conditions they have to work in were appallingly bad"



Ambulance Service

"I was taken by ambulance to hospital, the paramedics were amazing, so kind."



Dentists

I've been given inaccurate and confusing information about my treatment options and NHS charges

Your views help us understand what works well and what needs to change.

We want to hear positive stories, as well as mixed experiences, and where things need to improve.

Please share your feedback here: [Feedback Centre](#).

Information & Signposting

We can help you navigate health and care services and provide relevant information to support you. Here are some enquiries we've received this month:

You said

Can I register for a GP with no proof of address?

We did

We clarified that you do not need ID, proof of address or proof of immigration status to [register with a GP surgery](#). You cannot be refused registration because you are homeless, do not have proof of address, ID or because of your immigration status.

I'm looking for reliable information to talk with my teenager about puberty and health

We shared guidance from [Barnardo's](#), [East Sussex County Council](#) (ESCC) and [NHS](#) on this topic. We also provided information from the ESCC Family Hub about a [free course for parenting teenagers](#).

My relative needs patient transport and I don't know where to turn for help

We provided details for [EMED](#) the provider of Sussex Non-Emergency Patient Transport. We also shared information about the [NHS Healthcare Travel Costs Scheme \(HTCS\)](#) which refunds reasonable travel costs for eligible NHS patients.

Testimonials

"I feel much, much, better about my options. If I hadn't spoken to you, I would have been so anxious."

"I want to say the biggest thank you, you've made my day this week and given me something to smile about"

"Thank you so much for your kindness and the information provided."

Our activity

We provided an I&S outreach session to [Sanctuary](#)'s Friday Gathering in Eastbourne, a community space providing a range of support and services for refugees and those seeking asylum. We shared information about dentistry, GP services, support for parents and HC2 certificates.

We produced and published two new advice articles about:

[The Accessible Information Standard \(AIS\)](#) and how it can support individual needs

[You and your general practice](#) which provides a guide to the new Patient Charter

Our Engagement Team met with four providers of Emergency and Temporary Accommodation in Hastings to plan a project throughout January and February 2026 to understand the experiences of residents accessing health and social care services.

We held two de-briefing sessions with staff and volunteers regarding recent [Patient-Led Assessments of the Care Environment \(PLACE\)](#) visits. This provided an opportunity to share findings, discuss progress and where improvements can be made within local health and care environments.

Share your experiences: [Feedback Centre](#)

Information and Signposting :
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