

# 'You Said, We Did' – January 25

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 January 2025.

## You Said

## We Did

We heard from an enquirer who experienced significant trauma in the past. They felt their GP practice didn't appropriately adapt to cater for their circumstances.

We explained their options, including changing GP practice, and supported them to identify the catchments of other surgeries they could apply to join. Information on counselling, therapy and mental health support options were also provided.

We were contacted with concerns about a non-NHS healthcare provider making exaggerated claims about the outcomes of their treatments.

We shared details of the regulatory body for the service so the enquirers concerns could be shared. We also shared those for NHS Sussex so they could be made aware and consider this in any service or treatment commissioning.

We heard from an enquirer about their elderly mother's poor experience of visiting A&E after a fall, with a lack of attention and long wait times for x-rays, pain relief and treatment.

We outlined the options for sharing feedback with the Hospital Trust, and for making a complaint if appropriate, including the support available via [Independent Health Complaints Advocacy](#). We also shared our [guide to complaints](#).

We heard from an enquirer who had paid privately for a non-NHS alternative form of therapy which had left them with severe physical and mental side effects.

We clarified private alternative medical practice sits outside the health and care framework we can signpost to, but shared details for [Action against Medical Accidents](#) as a source of further advice.

## Our Contributions and interventions

In January, we met Practice Plus Group (PPG), the provider of healthcare services in Lewes Prison, to share feedback we've received from residents. We highlighted the provision and accessibility of information; liaison between prison and healthcare services; communication; site accessibility; and liaison with the wider NHS and Adult Social Care services. We hope to publish our full report in February 2025.

This month we shared findings and insight from our [cost-of-living survey](#) with health, care and voluntary organisations to highlight how the physical and mental wellbeing of people in East Sussex are being affected. Our recommendations seek improved access to information, changes to low income and financial support schemes, and increased assistance in navigating the help on offer.

Early 2025 will see the rollout of the [East Sussex Pharmaceutical Needs Assessment \(PNA\)](#) to describe local pharmaceutical services, identify any gaps/unmet needs and make recommendations on future pharmacy provision in our county. Healthwatch contributed feedback on the structure and wording of the assessment questions, called for hard copy as well as non-digital surveys, and will support promotion to maximise participation in the process from all communities.

We attended an event in Hampden Park at the end of January to contribute to the development of the [NHS Long-term Plan](#). Facilitated by NHS Sussex, the event captured public and stakeholder views that will inform the national plan and within Sussex. We shared feedback on GP websites and Apps, experiences of Virtual Wards, concerns over NHS data usage, and the importance of prevention.

*"Thank you so very much. This is really helpful."*

*"Thank you for making my feelings valid."*

### 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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### Reports and publications

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