

Healthwatch

What we heard through health and care enquiries in 2022-23



In 2022-23, our Information and Signposting advisors responded to 467 enquiries and supported the public, patients and others to access, navigate and feedback on health and care services.

Our Feedback Centre also received 145 reviews from people sharing their experiences of health and care.

We have recently published a report detailing what we heard through these channels in 2022-2023.

Our report includes:

- A summary of key health and care themes we heard over the last 12 months
- Examples of the feedback you have shared with us
- An overview of how we used this information to respond to issues and influence change
- Our plans for engagement and service development in 2023-24

[Read our report here](#)

What we've heard

The 600 plus experiences of health and care from the public and patients we received during 2022-23 included good, bad and indifferent feedback, with many stories highlighting things that worked well and where improvement is needed.

We heard people experiencing challenges with basic issues such as booking appointments, communication within and between services, and challenges in understanding how services worked.

We also heard from an increasing number of people with complex stories and situations, often those with multiple needs and where more than one service was involved.

How we've helped

We've assist individuals and families in getting support that meets their needs, by providing information in various forms, signposting to other organisations and liaising with services directly. We have also engaged NHS, care and decision makers to embed best practice and to support change to meet the needs of service users.

During 2022-23, we:

- Developed advice articles, bulletins and newsletter items to keep people up to date with health and care issues and service changes.
- Distributed leaflets, posters and promotional materials on Healthwatch and Advocacy services to all GP practices across East Sussex to raise public awareness of these services.
- Undertook outreach sessions to hear from voices across the county.
- Commented on and contributed to the development of the Sussex Integrated Care Board's [NHS Sussex] Complaints Policy.
- Liaised regularly with NHS Sussex and ESCC Adult Social Care services and staff.
- Changed our data recording and reporting processes so we are better placed to organise and interpret our insight.

What we're planning in 2023-24

Over the next 12 months we have plan to develop our service so we can hear more experiences, and use these to support improvements in health and care across East Sussex.

During 2023-24, we aim to:

- Deliver our Information & Signposting outreach sessions at events and across a range of locations in East Sussex.
 - Provide advice and information on health and care to residents of Lewes Prison through regular visits.
 - Evolve the online advice section of the Healthwatch East Sussex website so people can access pro-active advice and guidance, and support self-care.
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- Share the feedback we receive with key decision-makers and local services so they can use people's experiences in developing local services.
- Increase awareness of the role of advocacy support for patients and the public, including amongst service commissioners and providers.

[Read the full report here](#)

Leave your experiences on our Feedback Centre



We always want to hear your experiences about health and care services, so that we can identify where these are effective and where they can improve.

Spend a few minutes telling us whether you are finding services good, bad or indifferent each time you use them on our dedicated, specially constructed [Feedback Centre](#).

Service providers can also respond to the feedback left by the public and patients.

Your comments help us build a picture of where services perform well, and where improvements could be made.

Information and Signposting support for health and care

Our [Healthwatch East Sussex Information and Signposting \(I&S\) Service](#) helps people to access the right health or social care service or organisation for their needs.



We also enable people to share their experience or make a complaint about services they have used.

To contact our Information and Signposting Service please:

- **Call:** 0333 101 4007 Monday – Friday (10am-2pm)
 - **Email:** enquiries@healthwatcheastsussex.co.uk
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