

Provider responses on our Feedback Centre: A step-by-step guide.

What is the Feedback Centre?

During 2021–22, we received **176 reviews** about **73 health and care services**, including hospitals, GPs, dentists, pharmacies, opticians, social care, community services and others.

The [Feedback Centre](#) on the Healthwatch East Sussex website allows people who have used local health and care services to leave a review of their experience, including an overall ‘star’ rating.

Same day appointment

January 31, 2020

★★★★★

I managed to get a same day appointment with a paramedic practitioner - this is fantastic when you work full time and need an appointment there and then

Anonymous

[Leave a provider response](#)

The screenshot shows a dark blue header with the text 'Find your local service and leave your feedback...'. Below this is a search bar with the placeholder text 'Search for a service or location'. A dropdown menu is open, showing a list of search results: '22 St Peters Road', '63 Collier Road', 'A&E Eastbourne District General Hospital', and 'A&E Royal Sussex County Hospital'.

Reviews for each service are published on the website, so that the public, other service users and providers can see them. This helps build a picture of people’s experiences, be they positive, negative or mixed.

Reviews can be posted anonymously or with the reviewer’s name, but details on the reviewer are collected and retained¹. These details are not shared outside of Healthwatch but captured to validate authenticity.

The reviews are moderated and approved by the Healthwatch East Sussex team before they are posted publicly.

¹ For more information on how we use personal information please see our [Privacy Policy](#).

How can this feedback help your service?

The Feedback Centre can support you by capturing feedback on your service(s). Our goal is that all health and care services in East Sussex make use of this valuable mechanism.

Signing up to use the Healthwatch East Sussex Feedback Centre can help Service Providers as it:

- provides an easy and efficient way of hearing the public's views
- supports open and transparent patient/provider dialogue
- helps providers to identify ways that services can be improved
- has the potential to reduce official complaints for providers to deal with

It also offers services the opportunity to respond to the reviews left via a '**provider response**' function. The responses are posted alongside the review for all to see, once moderated and approved by Healthwatch East Sussex staff.

This document provides a step-by-step guide for providers in how to leave a response to a review.

Can we receive feedback or reviews automatically?

Where providers wish to receive feedback regularly, the Feedback Centre can be set to share details of any reviews left on a weekly basis via an **automated email alert**.

All we require to enable this is a named provider contact with an email address. To sign-up to receive alerts please contact us using the contact details on the last page of the document.

We encourage all service providers to regularly review their dedicated feedback page, and commissioners to view these to understand the experiences of the public, their users, and patients.

How to leave a provider response to a Feedback Centre review

Step 1: Identifying the service you wish read the reviews for

Go to www.healthwatcheastsussex.co.uk/services/ or click 'Review a Service' from the menu options.

This website page lists the health and care services that are currently available to review and will show any reviews that have been submitted.

You can also see which services have already received reviews, and sort them by various attributes e.g. most reviewed, most recently reviewed etc.

The fastest and easiest way to find a service is the search tool on the right of this page with the heading '*Find your local service and leave your feedback...*'

In the search box, type the name of the service.

Please ensure that this is spelt accurately and it is the current name of the service. *Some services can change their name over time, such as through mergers.*

The name of services with that name or similar names should appear in the drop down as you type.

Review a service

Search for a service and leave your feedback below

Find your local service and leave your feedback...

Search for a service or location

Find your local service and leave your feedback...

Search for a service or location

Search for a service or location

22 St Peters Road

63 Collier Road

A&E Eastbourne District General Hospital

A&E Royal Sussex County Hospital

Once the name of the service you wish to review appears, left click on its name in the drop-down.

This will take you to the dedicated page for that service.

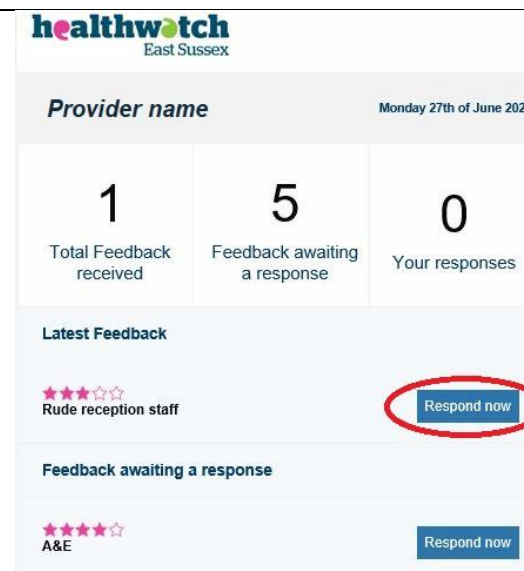
Any providers who have signed up to receive alerts automatically via email (see page 2), will receive a short report each week telling them if they have received any reviews.

The email report identifies how many reviews were received for that service, and how many have not yet had a provider response.

Each review can be responded to by clicking on the 'Respond now' button in the report.

To leave a response, please follow the guidance set out in Step 2 'Leaving a provider response' – see below.

Reviews can also still be accessed and responded to using the method set out in the steps outlined above.



Can't find what the service you are looking for?

If you can't find the service that you are looking for, then it is unlikely that it will have received any reviews.

You can add the details of a service by going to the address below:

<https://healthwatcheastsussex.co.uk/services/add>

This will ask you for details about the service. It will also ask for your details.

Once listed on the Feedback Centre, reviews will be able to be left for a service.

If you experience any issues in setting up a new service listing then please contact us.

Service Information

Name*

Category*

Contact number

Address Line 1

Address Line 2

City

County

Postcode

Website

Description

Step 2: Leaving your provider response on a service review

Once you have found the dedicated page for a service, you will then be able to see the reviews left for it.

Any review which already has a provider response will have this posted below it.

For any reviews that don't have a provider response, these can be left by clicking on the 'Leave a provider response' link below the review (see screenshot).

Phone call back

February 18, 2022

★★★★★

I phoned to ask for some advice and was told I was number 34 in the queue to speak to someone. I was offered a ring back when I got to number 1 in the queue. Although the system to allow this is difficult to use, I did get a phone call back, and was able to make an appointment

Anonymous

[Leave a provider response](#)

Once the *Leave a provider response* link is clicked, a page called 'Right to Respond' appears.

This provides guidance on what a provider response should and should not include.

It re-iterates that this will be made public and will be published on the Feedback Centre.

Right to Respond

Healthwatch East Sussex is committed to providing a transparent and honest view of health and social care services. This is your opportunity as the health or social care provider to have your say on comments the public have left. It is designed to be constructive and allow both sides to have a fair and equal say in the matter so please:

- Keep the language and tone civil
- Don't mention personal details
- Make it *relevant* to the review

Remember, your response will be seen by everyone who reads your organisation's comments, not just the original reviewer. Your reply is a good opportunity to acknowledge any comments received.

In writing the provider response, we ask for some details about you, such as your name, job title and email address.

These details are not published or shared with the reviewer. They are so we can record the author of the provider response.

We also ask you confirm consent that you have the authority to provide a response on behalf of the provider organisation.

Once you have completed the form, simply click on the 'Submit' button and your provider feedback will be submitted.

Your reply

☐ Have you replied before?

Title *

Name *

Job title *

Email *

Telephone *

Your Reply *

Step 3 – Validation and posting

Once 'submitted' your feedback will then be published online to the Feedback Centre page of the service that you reviewed, and next to the review you have responded to.

Please note that your review may not appear immediately.

All reviews and provider responses are subject to moderation and approval by the Healthwatch East Sussex team before posting. *We reserve the right not to post reviews or responses in line with our [terms and conditions](#).*

Once moderated, reviews will be publicly accessible via the Feedback Centre.

Where consent has been given, reviewers will receive an alert informing them that the provider has responded to their review so that they can see what has been said.



Contact Us

If you wish to know more about the Healthwatch Feedback Centre, find service listings or want to sign-up for provider responses, please contact our Information & Signposting service via:

email: enquiries@healthwatcheastsex.co.uk **or telephone:** 0333 101 4007.