

# Leaving a review on our Feedback Centre: A step-by-step guide.

## What is the Feedback Centre?

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.

Reviews for each service are published on the website, so that the public and other users can see them.

They can also be viewed by service commissioners and providers to help them understand people's experiences, both positive and where changes are needed.

## Why leave a review?

GPs, Hospitals, Dentists, pharmacies and care homes have to be influenced by their local community in order to develop and improve the services they provide. Leaving a review with Healthwatch, the local independent consumer champion for health and care, allows us to share feedback, make recommendations and guide decision-making.

Service providers can also leave a response to the reviews that are left, letting reviewers know about any changes they have made, or provide information and advice.

## How will you use my personal information?

To ensure reviews are valid, we ask reviewers for their name and contact details. People posting reviews can choose whether to have their name alongside their review, or for these to be left anonymously. Your personal information will not be shared with service providers or other third-parties without your consent.

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

## How to leave a Feedback Centre review

### Step 1: identifying the service you wish to review

Go to [www.healthwatcheastsussex.co.uk/services/](http://www.healthwatcheastsussex.co.uk/services/) or click 'Review a Service' from the menu options.

This website page lists the health and care services you can review.

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 the service is by using 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

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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.

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

If you can't find the service that you are looking for, then you can add the details of the service that you want to review 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 you have filled in the form with this information, please click on the 'Leave a review' button at the bottom of the page.

#### Service Information

Name\*

Category\*

Contact number

Address Line 1

Address Line 2

City

County

Postcode

Website

Description

## Step 2: leaving your review on that service

Once you have found the dedicated page for the service you wish to review, you can then leave your feedback in the boxes provided.

You can leave an overall rating of your experience (star rating out of 5 – where 5 is excellent).

We also ask for specifics about your experience. *What was good, bad or indifferent and why? What affect did this have on you?*

You can also rate particular aspects of the service you have used. *For example, the wait time, staff attitudes and the quality of care.*

These can be rated using a star rating, where 1 is Poor and 5 is Excellent.

If appropriate, you can highlight a member of staff at the service you are rating for particular praise. *You can name staff, but may prefer to identify their role e.g. receptionist, nurse, pharmacist, physio etc.*

### Leave your Feedback

How do you rate your overall experience of this service? \*



Summary of your experience \* (max 45 characters)

Give a brief description of your experience, or highlight a key observation

Tell us more about your experience \*

Expand on your experience here. Why was your experience a good / bad one? List any reasons or specific detail that might help explain

Where do you live? (town/city)

Hastings, Eastbourne, Broad Oak etc...

### Your ratings (select if applicable)

Cleanliness

Staff Attitude

Waiting Time

Treatment explanation

Quality of care

Quality of food

Is there a particular member of staff you would single out for special praise?

We ask for some details about you, such as your name and email address.

You can choose to leave feedback anonymously. *If you choose this option, we will post your review and comment, but not your name. However, we will retain these details.*

Your name and contact details help validate the reviews we receive, and also allow us to contact you about your experience if the need arises. *This allows us to offer additional help and support if required.*

You can choose whether to allow us to contact you.

We also ask for confirmation that reviewers are aged 16 or older.

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

#### About you

Name

☐ Leave feedback anonymously?

Email \* (Your email will be kept private and you will not be sent any marketing material)

☐ I accept the [Terms and conditions](#)

I consent to being contacted regarding my feedback by Healthwatch \*

☐ Yes ☐ No

I confirm I am over the age of 16 \*

☐ Yes ☐ No

Subscribe to the newsletter? ☐ Yes, please sign me up ☐ No, I don't need this

Submit feedback

Only your overall rating, comment and name (if disclosed) will be visible online.

### 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.

Please note that your review may not appear immediately.

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

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

Where services have asked to receive reviews, they may provide a response on the website, but will not receive reviewers personal information unless they have chosen to post their name alongside their review.



### Contact Us

If you need support in submitting a review or 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.