

Information and Signposting Service: Enquiries during September 2022

The 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.

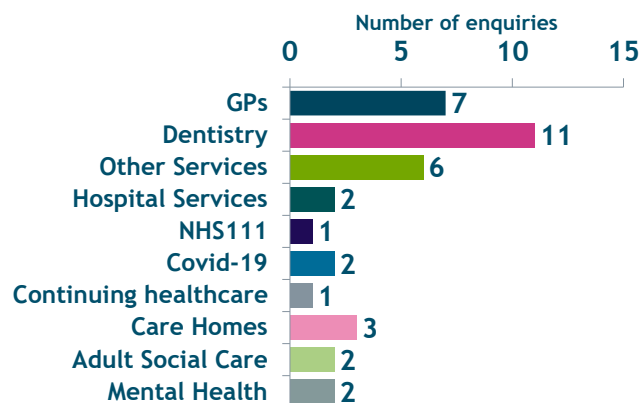
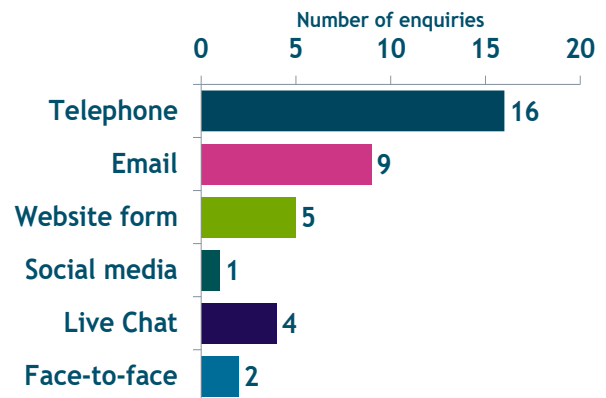
We also offer information if people want to share their experience or make a complaint.

An overview of the enquiries received in September 2022

Method of contact

We received 37 enquiries to our I&S service during September 2022, the same amount as we received in August.

The most common method by which people made their enquiry was telephone, followed by email. We also received 4 'Live Chat' enquiries this month.



Enquiry themes

The most common enquiry theme during September related to Dentistry services, where 11 enquiries were received. Seven enquiries were received for GP services. GP services and dentistry have remained the most frequent themes for most of the year.

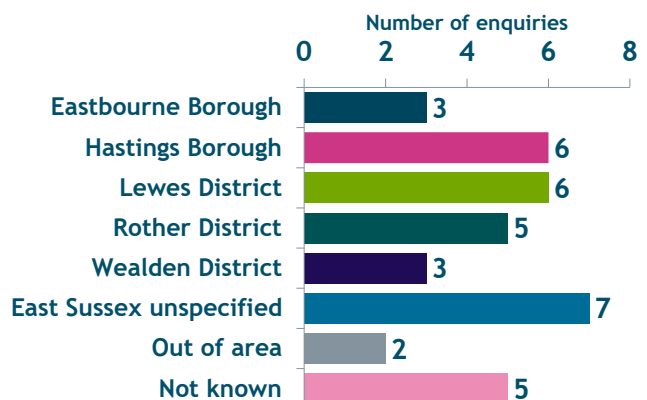
Care Homes, Covid-19 vaccination and ASC were the focus of other enquiries.

Location of enquiries

Unspecified locations within East Sussex were the most common source of enquiries this month (7).

Hastings Borough, Lewes District and Rother were the most common specified location of enquiries.

In addition, the location of 5 enquiries were unspecified.



Four most common enquiry themes:

Dentistry (11)

Dentistry enquiries made up nearly one third of total enquiries in September. Nine out of the eleven enquiries were wanting help to find an NHS dentist.

Many of those who contacted us had contacted all the dentists in their area and beyond and did not know what else to do to access NHS dental care.

Other concerns related to difficulty accessing emergency dental treatment and querying the cost of dental treatment.

GP Services (7)

Out of the 7 enquiries this month, 2 wanted help to register, as they had been turned away by their local GP practices.

Other enquiries complained of poor access to GPs, including long wait times on the telephone to book an appointment, and poor treatment/ missed diagnosis over the COVID lockdown period.

Other Services (6)

A range of enquiries were received this month which related to either unspecified or multiple services. These included:

- Information on how to get a new wheelchair.
- Request for information on local befriending services.
- Information on how to get a private ADHD assessment.

Care Homes (3)

Two enquiries were received from people concerned about the standard of care a relative was receiving in their care home and wanted help to complain.

One enquirer wanted to know how to ensure their parents were placed at the same care home.

Trends in enquiries

We received an equal number of enquiries in September 2022 as we did in August. We have consistently received between 30-50 enquiries a month this year.

In addition to the most common enquiry themes, identified above, enquiries also related to:

- Dissatisfaction with NHS111, including poor advice and being redirected back to the GP.
- Concern with poor communication between staff and relatives in hospital.
- Dissatisfaction with long waiting times for CAMHS.

Complaints about health and care:

Our Information and Signposting service engages with people who may be unhappy with the health or care services they have used.

We advise people on how they can raise their concerns with providers and, where appropriate, refer them for support from an NHS complaint advocate.

Six enquiries received during September related to complaints about health or care services, which is a slight decrease from ten in August. These were all referred to The Advocacy People for support with the NHS Independent Health Complaints process.

Topics of complaints during September 2022 included:

- Missed diagnosis leading to advanced cancer
- Long wait times to get through to the GP
- Unhappy with the way clinical decisions are made
- Poor communication on hospital ward

If you need help to make a complaint about an NHS service, please contact The Advocacy People: Tel: 0300 440 9000 or email: info@theadvocacypeople.org.uk or visit their website: <https://www.theadvocacypeople.org.uk/>



Healthwatch East Sussex

Freepost RTTT-BYBX-KCEY
Greencoat House
32 St Leonards Road
Eastbourne
East Sussex
BN21 3UT

Contact Us



www.healthwatcheastsussex.co.uk

0333 101 4007

enquiries@healthwatcheastsussex.co.uk

Twitter: @HealthwatchES

Facebook: [Facebook.com/HealthwatchESussex](https://www.facebook.com/HealthwatchESussex)