

Healthwatch West Sussex Priority Areas

For 2025/26 Survey

182 people completed the survey.
Although the main questions were only answered by (n58) 32% of respondents.

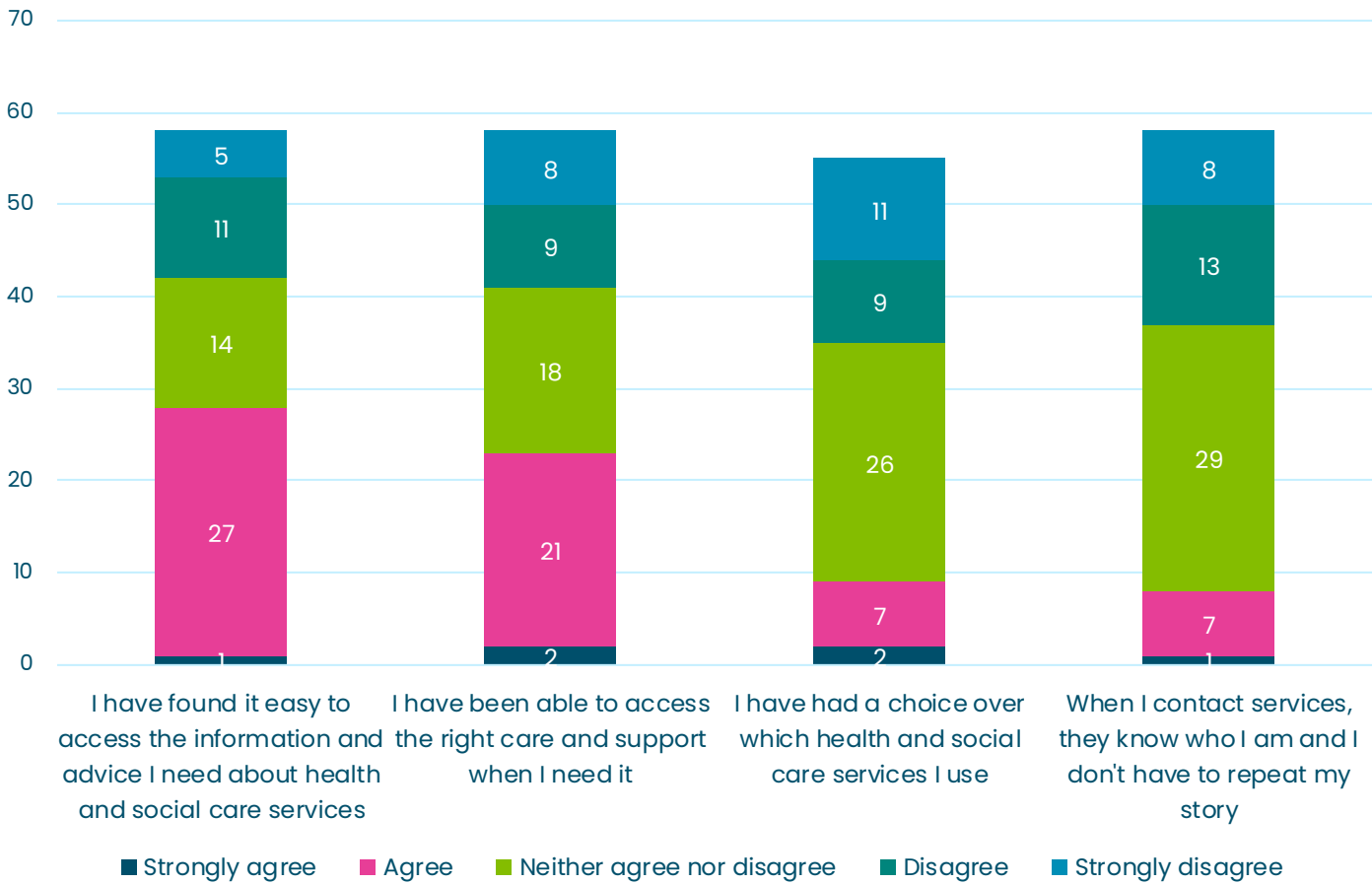
79% (n144) of respondents have accessed healthcare services
and 9% (n17) Adult Social Services.





Main services used in the last 12 months

27 respondents found it easy to access information and advice and 21 respondents have accessed the right support in the past 12 months.



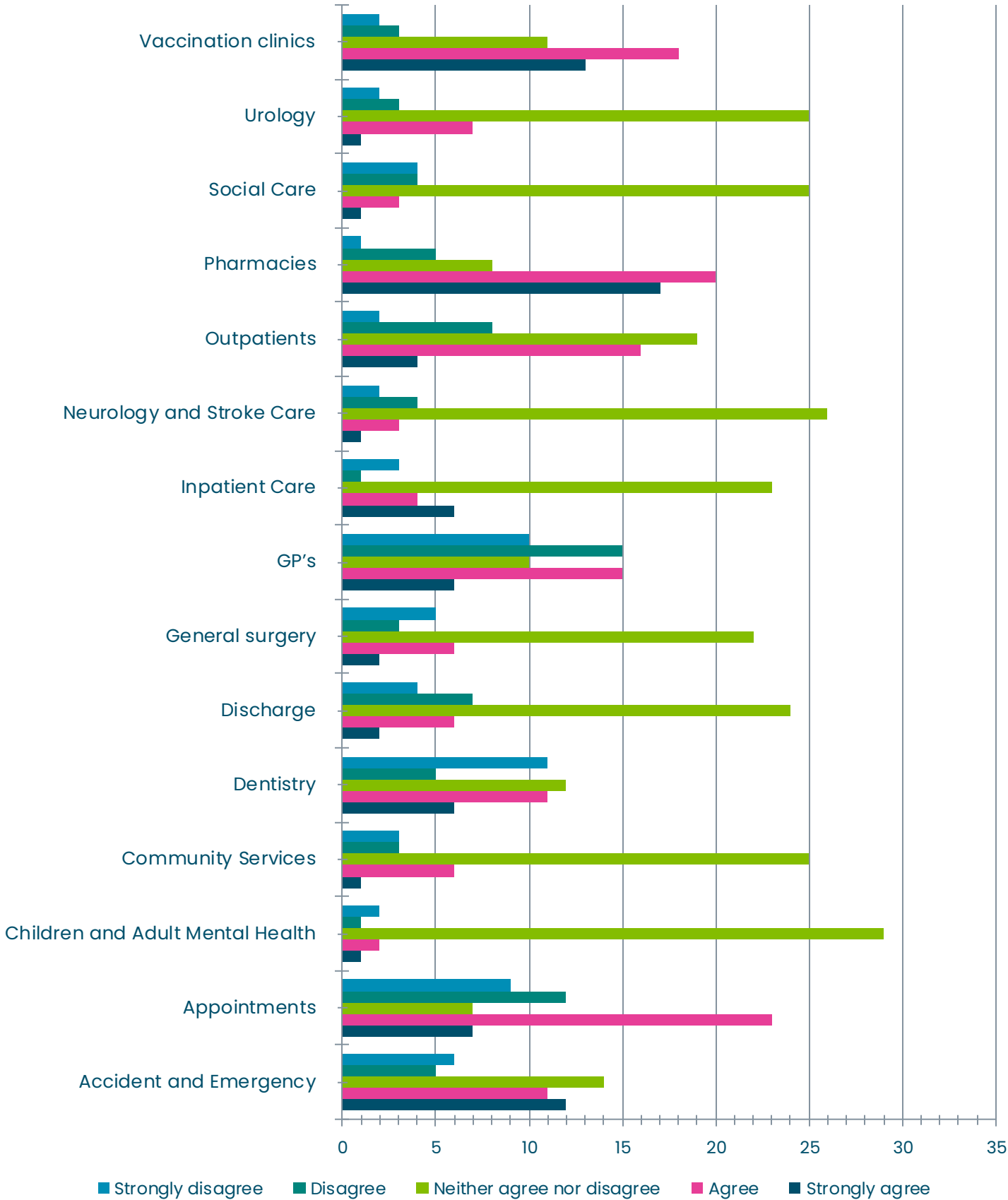
The main irritation is the triage system in primary care.

Utterly stupid TRIAGE processing system wastes time and money.
Communication is also an irritation.
Nurses ask various questions and when you speak with a GP, they ask the same questions!!!!!!
Do not consider the patient as a whole.





How satisfied you are with the used?



159 (99%) respondents answered the question about West Sussex healthcare would be better if:

Reduction in waste from bottom up.

NHS received a proper review and overhaul of its organisation and management.

Waiting times were less.

Shorter appointment waiting times. 6 weeks for a planned appointment with a specific GP isn't ideal.

Access needs to be easier. Great when "in the system".

I could get a doctor's appointment quicker than 4 weeks.

If it was more joined up.

The care provided was seamless across all sectors including social care.

Services were brought closer to the patients' location.

Communication improved.

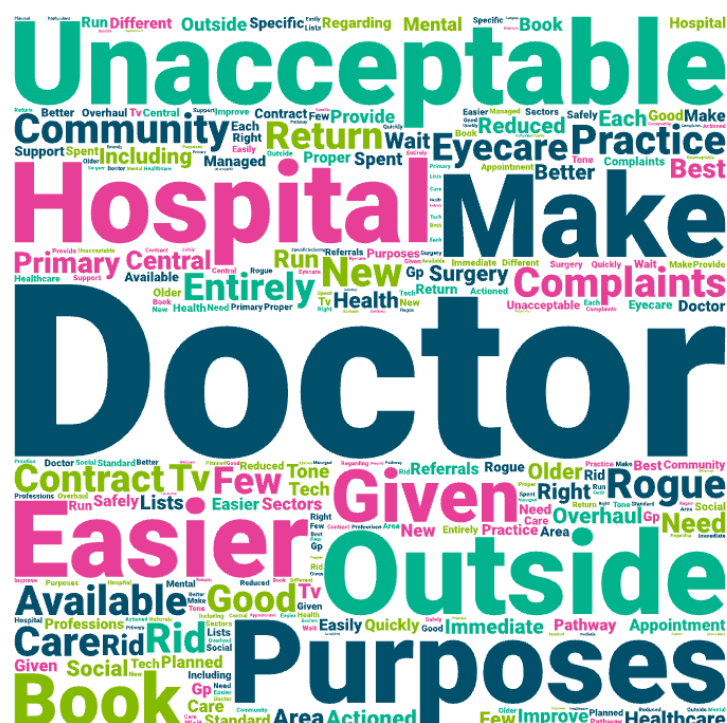
Communication within and between organisations was hugely improved.

More communication of new pathways.

Stop wasting money on 'woke' programmes and get rid of top-heavy management in hospitals.

Complaints

It had a transparent independent complaints process.



If properly funded.
More choice of places to stay.
More qualified staff.

Waiting times were reduced, robust hospital discharge schemes were provided to enable safe discharge for people to their own homes and stop hospital bed blocking. It was quicker to set up after a stay in hospital.

If it worked closer with, and with the same objectives as health.
Different parts of the system integrated more effectively.
More joined up and connected with health and community services.

Clarity about what department deals with what in layman's terms.
People could be assessed quickly and signposted to help.
More understanding of cost implications for individuals.

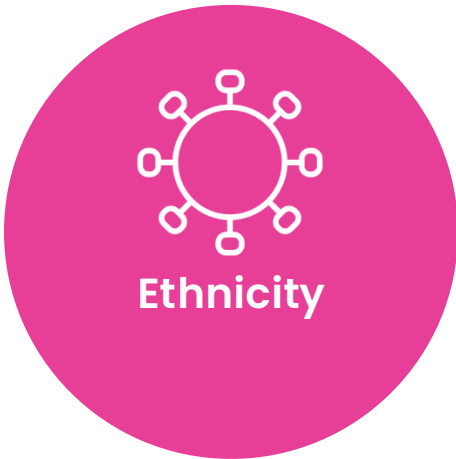
More support was provided to Palliative Care.



Respondents' characteristics



18-30 (n2, 1%)
31-40 (n4, 2%)
41-50 (n9, 5%)
51-60 (n 15, 8%)
61-70 (n48, 26%)
71-80 (n85, 47%)
81-90 (19, 10%)



White British (n157, 91%)
White Irish (n2, 1%), White
any background (n1, 1%)
Other ethnic group (n4,2%)
Asian/ White (n1,1%)
Prefer not to say (n7,2%)



West Sussex (n 166, 94%)
Other area (n10, 6%)



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provide its statutory activities