

Report to: East Sussex Health and Wellbeing Board

Date: 15 July 2025

By: Healthwatch East Sussex

Title: Healthwatch Listening Tour 2024/25

Purpose of Report: To provide an overview of Healthwatch engagement activity through our Listening Tour of 2024/25.

Recommendations:

East Sussex Health and Wellbeing Board is recommended to consider and note the Healthwatch Listening Tour Report

1. Background

- 1.1 Healthwatch East Sussex undertakes an annual Listening Tour to engage local people on their experiences of health and care. For 2024/25 we visited three areas to understand the priorities of people living in Wealden, Lewes and the Havens, and in Hastings.
- 1.2 Healthwatch uses a variety of activities to hear people's experiences of accessing and using health and care services. This includes individual surveys, outreach to community groups, and listening events with health and social care partners.

2. Healthwatch Listening Tour Report

- 2.1 The Listening Tour report sets out the feedback from Healthwatch engagement activities over the course of the year and presents recommendations on five main themes.
- 2.2 The five themes of feedback were: access to primary care; social isolation; social determinants and equality; transport; and health and wellbeing.

3 Conclusion and reasons for recommendations

- 3.1 The East Sussex Health and Wellbeing Board is recommended to consider and note the report.

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Appendix 1: *Healthwatch Listening Tour 2024/25*