

Spotlight on Services

Healthwatch Essex Information Service helps people across the county understand and access health and social care services. This is a summary of the key topics raised by callers from October - December 2018 about services in North East Essex CCG area. For more details, please get in touch with the Information Service: call 0300 500 1895, text 07511 902 080 or email info@healthwatchessex.org.uk



Callers expressed difficulties in accessing appointments to see GP and requested advice on what support is available for individuals being discharged from hospital.



18%

GP Complaints
(including updates)



15%

Social Care Enquiries



11%

Elderly Support



11%

Hospital Complaints



9%

Social Care Complaints



7%

GP Registration



5%

Transport



4%

Care Home Enquiries



4%

Learning Disability Support



3%

Hospital Discharge

