

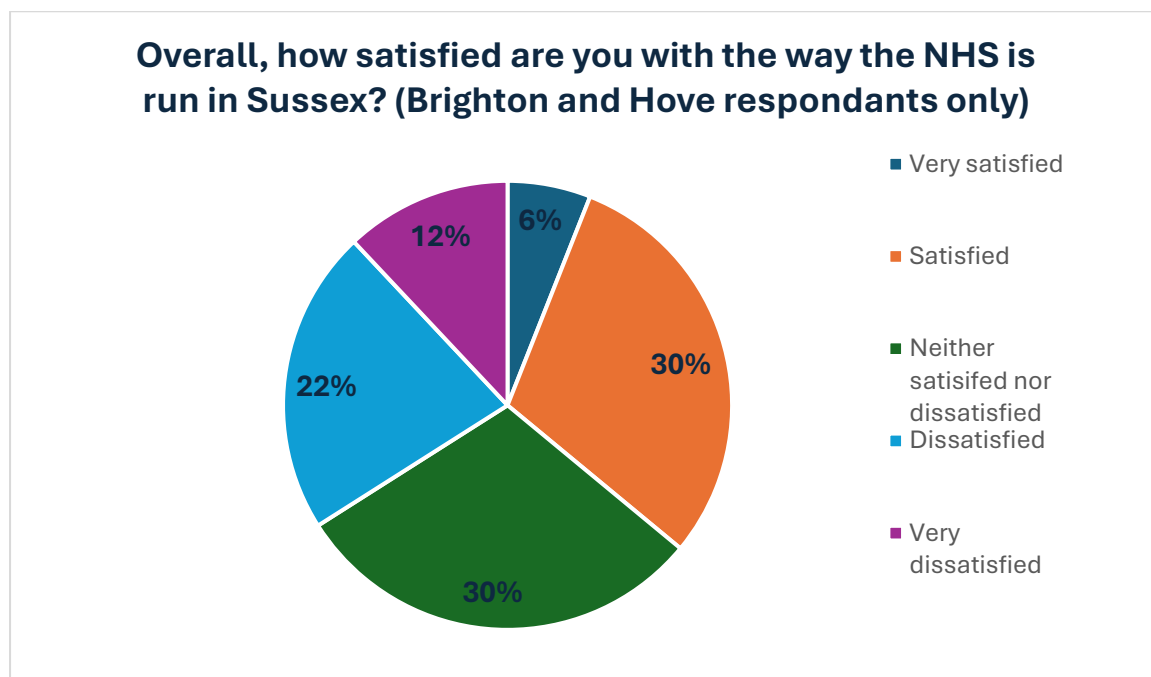
## Satisfaction with NHS Services in Brighton and Hove

**Report 8<sup>th</sup> May 2025**

In April 2025, Healthwatch in Sussex sought to find about people's levels of satisfaction with, and confidence in, NHS services. 615 people responded to our poll. Of these 615, 135 lived in Brighton and Hove.

### We heard:

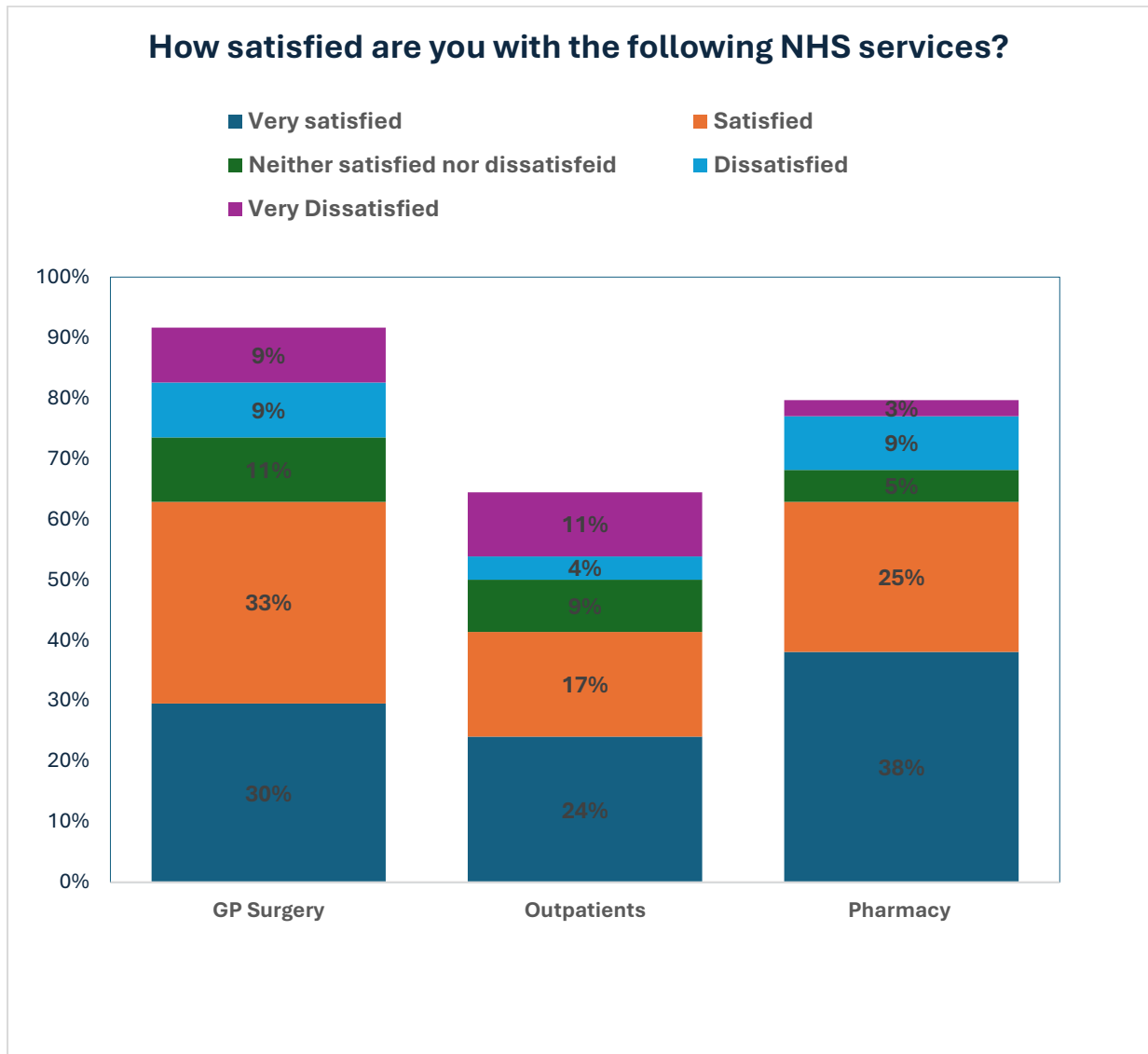
- 36% of people in Brighton and Hove said they were either satisfied or very satisfied with how the NHS is run. 34% of respondents said they were dissatisfied or very dissatisfied with the way the NHS is run in Sussex.



- Respondents from Brighton and Hove are most satisfied with the following services: GP surgeries (63% were either very satisfied or quite satisfied), pharmacies (63% were either very satisfied or quite satisfied) and hospital outpatient appointments (41% were either very satisfied or quite satisfied).
- Respondents from Brighton and Hove were least satisfied with the following services: GP surgeries (20% were very dissatisfied or quite dissatisfied), pharmacies (14% were very dissatisfied or quite

dissatisfied), and outpatient appointments at a hospital (13% were very dissatisfied or quite dissatisfied).

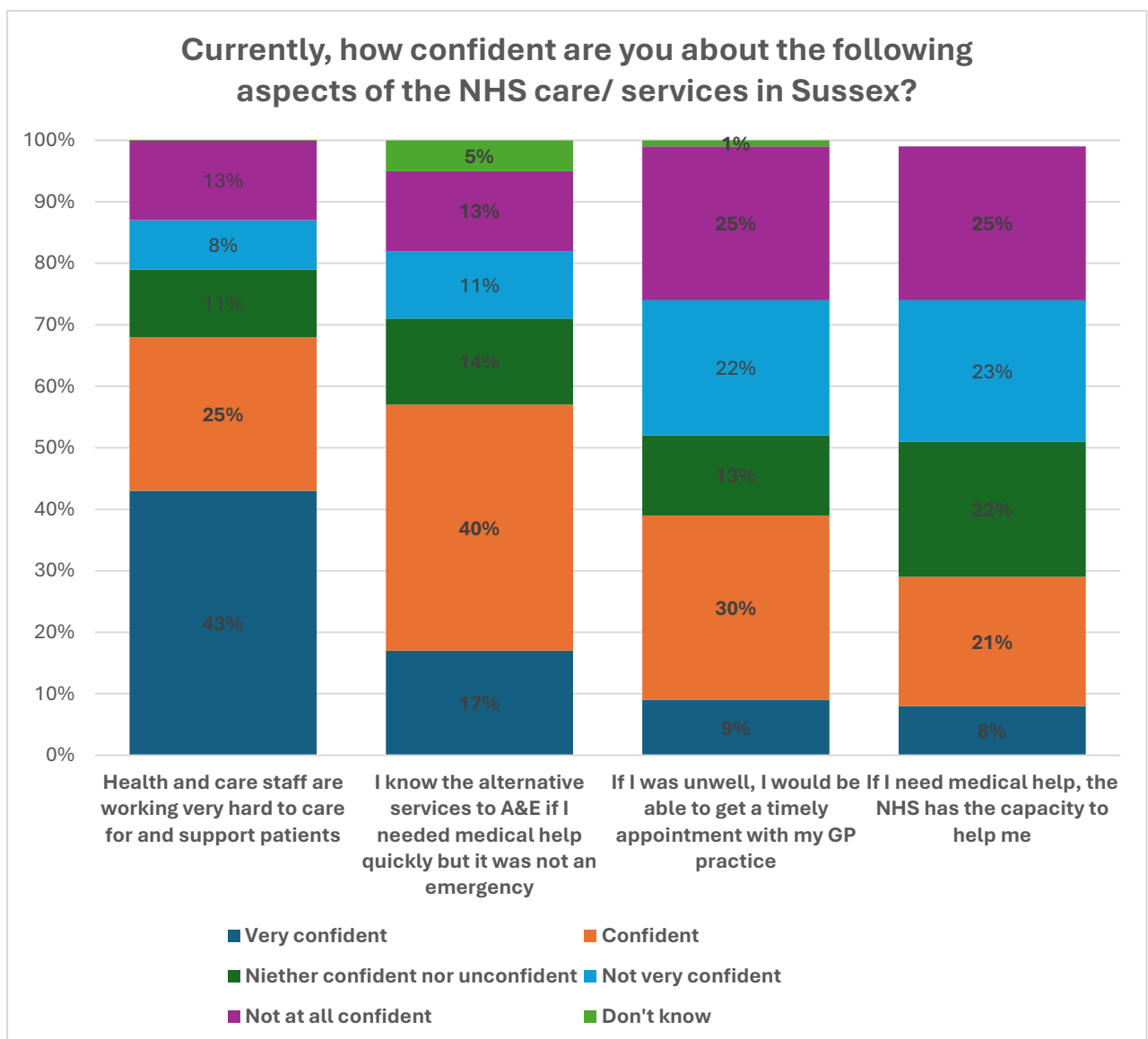
- The dissatisfaction with GP surgeries was similar to Sussex wide data. The open comments show that many people experience problems with being able to book a GP appointment. However, once people are able to see a doctor, they are generally quite satisfied with the service GPs provide.



- In terms of confidence with NHS services, Brighton and Hove respondents were most confident that 'Health and care staff are working very hard to care for and support patients' with 68% feeling

either very confident or somewhat confident. 56% of respondents felt either very confident or somewhat confident that 'I know the alternative services to A&E if I needed medical help quickly but it was not an emergency'.

- Respondents were less confident with 'If I need medical help, the NHS has the capacity to help me' with 49% feeling not very confident or not at all, and 47% were not very confident or not at all confident that 'If I was unwell, I would be able to get a timely appointment with my GP practice'.



**Brighton and Hove respondents to our 2025 poll told us:**

**That many people are still struggling to get an appointment with a GP in Brighton and Hove:**



*"Hard to get appointments at my GP surgery. The system of ringing at 8am is, I believe, a farce."*

*"We need to be able to get a GP appointment in less than 2 weeks and without waiting for 30 mins or more on the phone."*

*"Doctor's surgery is very difficult to get an appointment or be seen by a doctor unless you say it's an emergency."*



**There are problems with care provided by hospitals in Brighton and Hove and long waiting times for outpatient appointments:**



*"Brighton A&E is a disaster zone, resulting in driving further afield to find one not overrun."*

*"The consultant did not turn up for the appointment for which I had had to wait."*

*"I have no confidence in the Royal Sussex Hospital, especially A&E."*



**A short comparison to Sussex wide results:**

- Brighton and Hove's data shows a similar, if slightly less positive picture in regard to satisfaction with the NHS. For example:
  - 36% said they were either satisfied or very satisfied with how the NHS is run, compared to 38% across the whole of Sussex.

34% of Brighton and Hove respondents said they were dissatisfied or very dissatisfied with the way the NHS is run, compared to 30% across Sussex.

- In terms of confidence in the NHS, respondents from Brighton and Hove were similar in response rates to Sussex wide data. For example:
  - In answer to the question *'If I need medical help, the NHS has the capacity to help me'*, 49% of Brighton and Hove respondents felt not very confident or not at all confident, which is the same as across Sussex.
  - In answer to the question *'If I was unwell, I would be able to get a timely appointment with my GP practice'*, 47% of Brighton and Hove respondents felt not very confident or not at all confident, compared to 48% across Sussex.