

## You Said, We Did- May 2023

Every month, we review the feedback that you have told us and discuss what we can do with your feedback to make a difference. We call this 'You Said, We Did' - other people might call it the 'so what factor'.

**48** of you got in touch in February to share your experience of Kent's health & social care services. Many of those comments are positive stories about how services have helped and supported you. These stories are just as important to us as the not so good ones.

This report summarises the changes that we made in February as a result of your feedback. It also demonstrates what we've tried to achieve with your feedback.

We can use your story to make a difference too. Tell us your feedback [HERE](#)

### Feedback from individual people

#### You Said

We heard from a wheelchair user that the bins in accessibility toilets at hospitals across the county were foot pedal activated, therefore she could not open them.

#### What We Did

We raised the issue with Hospital teams across Kent asking that a more suitable bin model be implemented.

#### What Happened

Three major hospital trusts in the county have agreed to replace the bins with accessibility friendly alternatives. This will improve experiences for people using the accessibility toilet facilities across Kent.

We heard from a new mother, who told us of her negative experience with an NHS midwife.

We raised the complaint to Kents governing health board (Integrated Care Board) and to the hospital where the midwife was working.

The hospital team has addressed the complaint with the member of staff in question. This feedback will now be used by the hospital team as a case study for future midwifery training. Your feedback is making a difference to people across Kent.

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### You Said

Someone got in touch as they were struggling to make a complaint to the PALS team at a local hospital. They were being directed to a PALS team in Essex.

### What We Did

We supported the individual to raise a complaint with the correct PALS team and got in touch with the PALS and complaints manager at the hospital to ensure the individual received a response.

### What Happened

The PALS and complaints team contacted the individual to respond to their complaint in detail, ensuring their concerns were addressed.

We heard from someone who wanted to dispose of controlled medications they had bought online, but did not know where to go

We got in touch with pharmacy colleagues to raise this issue

They discussed this issue at their regional medicines optimization meeting and are looking for a solution.

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## Valuable contributions

Our volunteers completed a trial to assist in assessment of a new service in the care sector.

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We heard numerous complaints regarding a mental health facility in Medway. We passed these on to the relevant people for review. The feedback we passed on has now been utilized in creating a new action plan to address the complaints.

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We shared a thematic review paper, of all our GP and dentistry user experience data, with Integrated Care Board colleagues to improve their knowledge on what challenges people are facing when accessing primary care services. We supported a local PPG to raise concerns with NHS Kent and Medway about their GP practice

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We visited three local hospitals this month to hear feedback from people. We shared people's feedback directly to patient experience teams at the local hospitals, who have responded and are working towards improvements.

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Every day people contact us because they need information, or because they don't know where to get the answers they need. We try and help each and every one. Here are just a few of their comments:

"Thank you for listening "

"Thank you so much for you time and for the information. "

"Thank you for getting back to me. It's been lovely talking to you."

"Many thanks for your very helpful email. "

"Thanks for calling and for your help. "