

You Said, We Did- March 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'.

63 of you got in touch in March 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 March 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 new mother who was struggling to find a GP to register her and her newborn baby.

What We Did

We directed the client to the integrated care board to discuss her options.

What Happened

The client was able to find a GP able to register her and her baby, thanks to our signposting.

We heard complaints about noise levels in Darent Valley Hospitals radiology waiting area. People had difficulty in hearing when they had been called for an appointment.

We raised this issue with the hospital and asked for a solution, so people were not at risk of missing their appointments. We were told an emergency escalation area was operating in the radiology department, which was causing increased noise.

The emergency escalation area has now been removed from the radiology department, after review by the hospital team.

Thanks to your feedback, the hospital are also exploring further options to prevent this issue from reoccurring.

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You Said

We heard from a mother whose daughter needed iron infusions and was struggling to book the necessary appointments. This really worried her.

What We Did

We signposted the mother to various services and guided her through the process of submitting a complaint on her daughters' behalf.

What Happened

The daughter has now been able to have iron infusions, after the mother followed the complaints process and raised her concerns.

We were contacted by a member of the public who was having difficulty submitting a complaint to PALS. She had been told she needed to submit photo ID as part of the process and was unsure whether this was standard procedure. This concerned her as she did not feel comfortable providing photo ID.

We contacted PALS on her behalf and asked for clarification regarding the need for photo ID.

PALS confirmed the request for photo ID was a mistake in communication and was not required. The client has now been able to submit a complaint without feeling anxious about the process.

Feedback from working with other organisations

You Said

Over the past year, we heard experiences from people who have been subject to the use of s136 of the Mental Health Act. This allows a police officer to remove a person from a public place, when they appear to be suffering from a mental disorder to a place of safety.

What We Did

We shared this feedback with NHS Kent and Medway and invited them to our local mental health network meetings, which we hold once a month, to hear more about people's experiences.

What Happened

We gave people the opportunity to share their experiences directly with decision makers. NHS Kent and Medway are better informed about people's experiences and will use your views to influence improvements to mental health crisis care pathways.

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Valuable contributions

Our volunteers worked closely with the council to support their technology enabled care incentive. The council has expressed thanks for our input and is now confident they will find a suitable provider.

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:

"I can't thank you enough for your support "

"Thank you for getting back to me so quickly and taking the time to find me all of this information, I really appreciate it "

"It was lovely speaking to you. "

"Thank you for calling me back and listening. "

"Thank you for your call and email it was very informative. "