

You Said, We Did - July 2018/September 2018

You said	What we did	What Happened?
<p>At one of our hospital engagement visits to DVH we gathered a lot of feedback about chairs being uncomfortable for people.</p>	<p>Shared with the trust.</p>	<p>Fundraising confirmed that new chairs had been purchased for Poplar Urology.</p>
<p>We raised an experience that we received from a member of the public about staff attitude at Audiology at Medway Foundation Trust.</p>	<p>We raised with the head of audiology.</p>	<p>Trust looked into it and made staff aware of the issues expressed.</p>
<p>A member of a local mental health action group told us that the buzzer to the entrance of Laurel house wasn't working and they were left outside until someone came across them.</p>	<p>We shared with staff at Laurel House.</p>	<p>The buzzer is now checked every day.</p>
<p>We gathered service users and staff from providers to share their insight into neurological services in the county.</p> <p>A member of this group wanted to be more involved in improving continence supplies.</p>	<p>We liaised with KCHFT who have a continence forum.</p>	<p>This person will now attend this forum to share their thoughts and be involved in discussions.</p>
<p>We received feedback from mental health action groups about the number of IAPT sessions being limited.</p>	<p>We asked for individuals to share their experience with us so we collect evidence to what we were hearing anecdotally.</p>	<p>We shared the experiences with commissioners but didn't feel we had enough evidence to be confident there was a problem. So we put out an additional request for people to tell us their experience of IAPT services.</p>
<p>We heard your experiences of your GP surgery closing or merging, especially around the communication you received and the importance of an opportunity to have your say.</p>	<p>We created our guidance document that we expect practices/CCGs to follow.</p>	<p>In this period 3 we have shared it with 3 surgeries.</p>
<p>Sharing what we routinely hear.</p>	<p>We shared the feedback we heard with the Care Quality Commission.</p>	<p>This has influenced their inspections of several providers.</p>

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