

## You Said, We Did - April 2021

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

During the Covid pandemic, we’ve heard from hundreds of people all over Kent about how they are coping and the challenges they are facing. We’ve also heard loads of positive stories about health and social care services adapting and going the extra mile to support people during their time of need.

This report summarises the changes that we’ve been able to make in April as a result of your feedback. It also demonstrates what we’ve tried to achieve with your feedback.

### Feedback from individual people

#### You Said

People contacted us to share their experience of being vaccinated for Covid.

#### What We Did

We shared the feedback with the Kent Community Health Trust who are leading the vaccination programme.

#### What Happened

The Patient Experience Lead used the feedback in a report which detailed how the vaccine programme was going and what could be improved. As a result, some positive changes have already been made including:

- On-demand video BSL interpreting is now available at all vaccine sites.
- Outreach work in local communities is currently taking place which included a local church and a Mencap Centre. Both locations offer familiar surroundings and quieter environments for people with Learning Difficulties.

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**You Said**

An organisation supporting stroke survivors in Kent shared their concern that because there are no volunteers currently in the stroke wards, patients aren't getting the help they need to contact their families.

**What We Did**

We've collated this feedback alongside other stories that we've heard from stroke patients and their families. We will shortly be sharing a report and formal recommendations to improve stroke services in Kent.

**What Happened**

A caller to our Helpline told us that they were told they had to have a Covid test before a hospital procedure could go ahead. They were not comfortable taking the test as an essential means to receiving the treatment.

We shared the feedback with the relevant hospital. We also provided the patient with details about how to make a complaint.

The hospital spoke to the patient directly and assured us that the treatment had gone ahead. They spoke to the patient (and us) a few weeks later to see if they could offer any further support.

We heard from a family who had been told by a hospital that they would need to go private to get their baby's tongue tie corrected.

We escalated the case to Kent County Council who commission the service.

Kent County Council contacted the family with a detailed response including details about how they can complain. They have promised to look into the case further.

Our helpline heard from someone who was struggling to get in touch with their GP. They had hearing difficulties so couldn't use the phone and the surgery was closed to face-to-face visitors. On the surgery's website, there was no other way for people to make contact.

We spoke to the practice manager and secured an email address which we then gave to the patient.

The patient has now been able to book an appointment and has a way to contact the surgery, should they need to.