

You Said, We Did - August 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 August as a result of your feedback. It also demonstrates what we’ve tried to achieve with your feedback.

Feedback from individual people

You Said

Someone contacted us with concerns about their maternity care. They had previously had a miscarriage and wanted more support about what to expect throughout their pregnancy.

What We Did

We shared her concerns with the head of midwifery at Kent & Medway Clinical Commissioning Group

What Happened

We were able to share a detailed response from the head of midwifery, which explained what care she would receive, information about what to expect through her pregnancy, and who she could contact if they need further support.

Someone shared their late father’s experience with their GP, and the 111 and ambulance services prior to passing away. They felt let down by these services and wanted their disappointment to be heard by providers.

We raised this on behalf of the family with the organisations involved.

The family will now receive a full report in response to their complaint, following investigation by the services. They have thanked us for our support.

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Outcomes from our Report Recommendations

You Said

In May, we published our second report exploring how pharmacies are coping during the pandemic. This time we heard from 40 pharmacies across Kent and Medway. One of the issues we heard was the need for pharmacies to have an avenue to raise inappropriate patient referrals they receive from NHS111.

What We Did

One of our volunteers raised this issue at a meeting with the NHS111 service commissioners and asked what the solution could be.

What Happened

111 told us that they have created a single point of access for providers to raise any concern they have following referrals received from 111. They have communicated this to the CEO of the Local Pharmaceutical Committee so local pharmacies can raise any specific concerns they have with the 111 team for investigation.

Valuable contributions

Medway Foundation Trust asked for our input into their new patient experience strategy. We also helped to promote their request for patients to be involved.

When presenting our latest pharmacy and covid report at the CGAG meeting, we were asked to send a copy to everyone on the call. This included commissioners Kent and Medway wide, SECamb and IC24 representatives.

Healthwatch England published a news article ‘COVID-19: What can pharmacists learn from people’s experiences of services?’ which included excerpts from our report Pharmacies & Covid

We published our Pharmacies & Covid report in October 2020, with a follow-up review in May 2021. This feedback we heard was used by PSNC when they met with NHSE&I. It also attracted plenty of publicity include a report on BBC South East News and an article in Pharmacy Magazine which goes to all UK pharmacies.

After presenting our pharmacy report at the Kent HOSC with Shilpa Shah, CEO of the Local Pharmaceutical Committee, HOSC went on to support the LPC to raise the challenges facing community pharmacy with Rishi Sunak and Matt Hancock.

We provided Kent and Medway CQC with feedback to help inform their inspection of a Kent care home.

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We are in the process of helping acute NHS trusts and KCC to identify possible commonalities in the themes from their complaints and PALS enquiries
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Thank you