

You Said, We Did - March 2022

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’.

102 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 someone who had been waiting three weeks for blood test results from their GP. They were very stressed and frustrated.

What We Did

We got in touch with the practice manager to ask if they were able to explain the reason for delay and to discuss how they could improve the experience of the patient.

What Happened

They got in touch with the patient to chat about their experience and explore what they could do differently. The patient has since told us they do not wish to make a complaint and are happy with how their situation has been resolved.

You Said

We chatted to 10 carers individually about their experience when the person they care for was discharged from hospital. We wanted to understand what information and support had been offered to them as carers

What We Did

We shared the feedback with NHS England and NHS Improvement. We also brought together a group of key decision makers across Kent to discuss how they could further support carers within their individual Trusts.

What Happened

Our findings have influenced the national Commitment to Carers. More locally, our conversations have enabled Kent hospitals to learn from one another and develop solutions together which will mean more carers get better support.

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Feedback from individual people

You Said

We often hear from people in need of dental care, that can't get an appointment with a local NHS dentist

What We Did

Although we can't get everyone a dental appointment, we have been able to help a few people to get urgent dental care. For example, one lady who wasn't going to be able to start medical treatment unless she had a dental check up.

What Happened

Using our Social Return on Investment framework we have analysed the social value generated by these interventions. Read our impact report here (insert link)

Feedback from working with other organisations

You Said

We heard from someone at SATEDA, asking that GPs are made aware of the IRIS programme in Swale, which links GP surgeries with specialist domestic abuse related support. They asked for our support in launching the programme.

What We Did

We shared details of the programme with the Local Medical Committee.

What Happened

The Local Medical Committee have included this information in their newsletter, so it will reach all GPs in Swale.

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Valuable contributions

We shared all feedback we had heard about SECamb and NHS111 with the Care Quality Commission, to help inform their inspection.

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We facilitated a conversation between Kent and Medway CCG and Kent Physical Disability Forum, to discuss potential changes to vascular services. This formed part of the East Kent vascular consultation.

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Our Information and Signposting Team got in touch with Healthwatch Sheffield, who have just recruited to their first information and signposting post. We shared our working structure and gave them some tips that we have learned over the years. They got back in touch to say “Thank you so much for sending these over, they will be really helpful in my role as I will adapt them to fit in with Sheffield services[LP1]”.

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Mid Kent Mind got in touch to compliment our new monthly Insight Reports, they told us “these insight reports are really useful”. Our intelligence around mental health has been used to reinforce some initiatives they have been working on within their organisation

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97% of our callers tell us that we’ve really helped them. Here are just a few of the comments

“Thank you for listening to me, you have been very helpful”

“I’ve called lots of people seeking help and I was surprised when you called me back. No-one else did”

“Thank you so much for your help and for calling me back”