

You Said, We Did - May 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'.

92 of you got in touch in May, 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 May 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 recently returned to the UK to become a full-time carer for their elderly parent. They had been told that they weren't entitled to Carer's Support Allowance.

What We Did

We sought clear guidance from the Citizen's Advice Bureau.

We flagged the issue with our national body, Healthwatch England, to ensure other people could benefit from the information.

What Happened

We helped them to understand what their rights were and how to claim for the allowance.

We shared the guidance on our website so other people could also benefit. You can read more [here](#).

You Said

People were telling us about issues with the booking system for covid vaccinations. They were being directed to vaccination sites miles away from the nearest one to their address.

What We Did

We took the feedback to the Covid vaccination team.

What Happened

As a result, the Kent and Medway CCG have now published guidance advising people to continue scrolling down the list of available sites until their nearest one shows as available. This is because the booking system measures distance by satellite rather than by road.

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Feedback from working with other organisations

You Said

Carers across Kent talked to us about their experience when the person they care for is discharged from hospital.

A Care Home manager in Dover came to us because they were concerned that GPs were automatically renewing Treatment Escalation Plans without talking to the patients.

One of our volunteers attended the local Health and Care partnership meeting

What We Did

Our findings are being used at a national level to inform the new NHS Commitment to Carers.

Here in Kent, we brought together a group of professionals from across Kent who are responsible for supporting carers during discharge.

We escalated the concern to the Clinical Commissioning Group. They reassured us that this should not be happening.

They suggested that the 'a' from HaCP was dropped from the title, as it seems to take away the focus that Health and Social care are equally as important. .

What Happened

In West Kent, the Health & Care Partnership have been using the findings during discussions about how they can improve the service.

The CCG promised to remind all GPs that Treatment Escalation Plans are not to be automatically renewed.

The Chair agreed and promised that the partnership will now be known as the HCP.

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Feedback from working with other organisations

You Said

We heard people were having difficulty getting through to the complaints team at Maidstone and Tunbridge Wells Hospital on the phone.

Healthwatch England were seeking feedback about the Non-Emergency Patient Transport Service.

What We Did

We spoke to the Head of Complaints. She came to talk to us about their new initiative to encourage patients to leave voicemails.

We shared all the stories you have told us to support their research

What Happened

We have updated our information and guidance about how best to make a complaint to Maidstone & Tunbridge Wells Hospitals.

Your feedback has been used to make changes to the national eligibility criteria for people using the service.

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Valuable contributions

We sat on the panel to review submissions for the Cancer Alliance Transformational funding bid

We were able to link a client wanting to share their feedback regarding safeguarding, with the Practice Development Officer at Kent Safeguarding and Quality Assurance.

We attended the Kent and Medway Engagement strategy and governance workshop and made suggestions as to what the purpose of the groups in the new Integrated Care System could be.

At this month's Health Overview and Scrutiny Committee meeting, we encouraged MTW to use learning from their cardiology review, as part of engagement to review elective orthopaedic services. We also suggested they include service user experiences as part of their evaluation.

We shared learnings from work we completed across 2017 and 2019, listening to the gypsy and traveller communities, as part of the discussions at this month's Health Overview and Scrutiny Committee.

We commented on the South East Coast Ambulance Quality Account which included a suggestion for them to clearly state what their quality priorities will mean for people using the service.

Comments from callers

"You've been really helpful, many thanks for your help it is much appreciated "

"Thank you for listening "

"Thank you for taking the time to contact me, I really appreciate it. "

"Thank you for calling! "

"Thank you for the information and for listening. "

"Thank you for listening. I also appreciated being given the signposting information"

"Thank you so much for your help "

"Thank you for listening and for the telephone numbers "

"Thank you, this information is very useful"

"Many thanks for your email. This is much appreciated. "