

Healthwatch Kent Insights

December 2021



Every day we are hearing feedback from people in Kent about their experience of health and social care services.

This report summarises the feedback we've heard in December 2021.

If you would like more details, we can supply that. Just drop us a line

feedback@healthwatchkent.co.uk

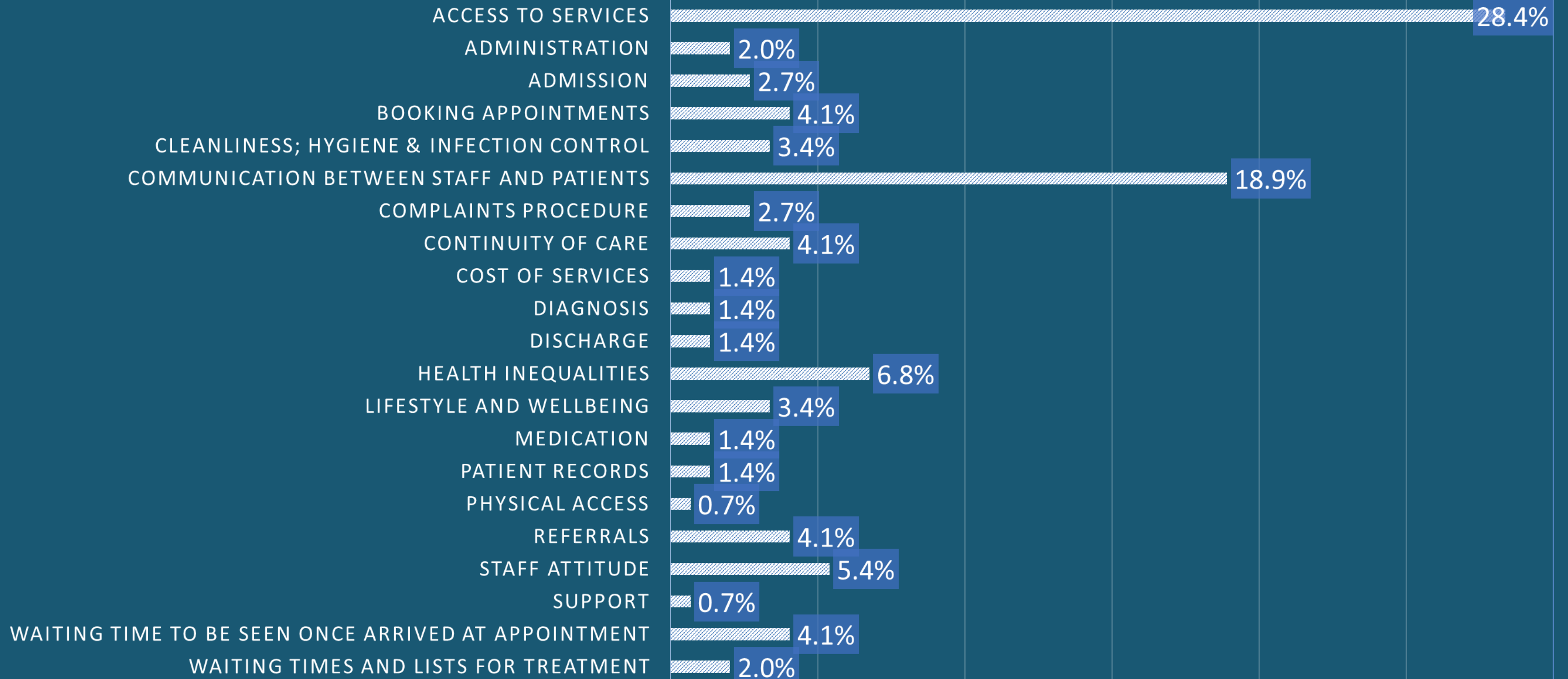


What have we heard about this month?

HEALTHWATCH KENT CATEGORIES

2021

DEC



What have we heard?

Access to Services – 28.4% of the feedback

The volume of stories relating to access to services has more than doubled in December.

The majority of the issues we heard are about access to NHS dentists and GPs.

Communication between staff and patients – 18.9 % of the feedback

31% of the feedback in this category is about communication with GPs, with 12% reporting positive experiences.

One person told us they had a phone call before their appointment to warn them about traffic delays and that the outpatient team were aware and not to worry if they were a bit late.



What have we heard?

Health Inequalities – 6.8% of the feedback

45% of people who contacted us about health inequalities were sharing their issues around NHS dental treatment and provision.

We heard about a vulnerable person who was having difficulties accessing the booster jab. Despite receiving regular reminders from their GP about having the vaccine, they didn't know when they would get the appointment because they needed a home visit which weren't happening.

We also heard from someone who felt a NICE approved medication, released in 2021, was being withheld due to a 'postcode lottery'.

What have we heard?

Booking appointments - 4.1% of the feedback

Although there was a reduction in the number of people contacting us about issues with booking appointments in December, almost 40% of the issues we did hear are from people having difficulties booking their Covid booster. One person told us that they were unable to book the appointment due to their notes being 'too long'.

25% of the cases were about difficulties in accessing GP appointments including feedback from a public figure who has had many comments from people saying that 'the surgery is difficult to contact'.

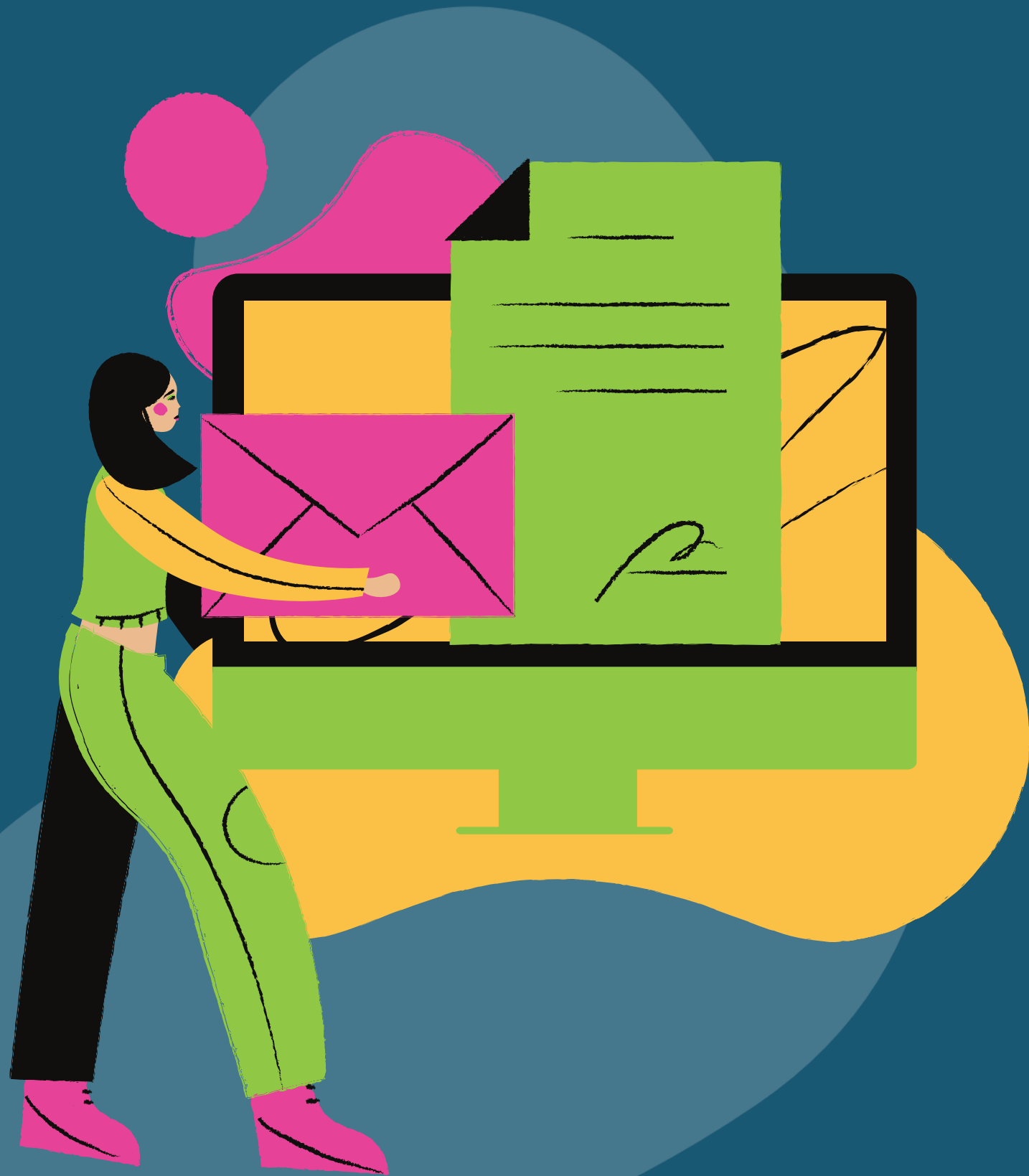
What have we heard?

Referrals 4.1% of the feedback

The majority of the feedback within this category was about GP referrals to hospital.

- One person arrived for a cardiac appointment which they had waited for a year, only to be told it had been cancelled because of incorrect information provided in the GP referral. They told us they felt ‘disappointed’ and ‘anxious’ while waiting for the referral to be completed and sent again.
- A lady waited 3 months for a scan. When they chased, they were told the GP had not yet made the referral and couldn't say when the referral would be made. The waiting and uncertainty was affecting their mental health.

What have we done with the feedback?



We share the detailed feedback directly with the relevant organisations so that it can inform and influence their own plans.

We will always escalate any safeguarding or urgent cases for immediate action.

This month we have escalated 11 cases. 9 of them have been responded to.

What have we done with the feedback?

This month we heard feedback from 11 people about difficulties using GP eConsult services. We shared this feedback directly with GP managers, plus the Clinical Commissioning Group who commission GP services in Kent to ask for their thoughts. We have published an article detailing the CCG's responses to some of your queries. Read the full article [here](#).

People told us they weren't getting satisfactory responses from the Covid-19 CCG vaccination email address and didn't know where to go with their vaccine related issues. We flagged this issue with the CCG and they are seeking to resolve the issue.

You can read more about what we did with your feedback in December [here](#)

We hear feedback via a range of routes including:



calls, texts and emails to our Information & Signposting service



social media and our online feedback form



we proactively reach out to voluntary groups to hear about issues facing their clients

This month we've reached 2,438 people

"Thank you for your time you've been very helpful"

"This is really helpful, thank you"

Want more details?

Let us know. We can review our data for specific topics and organisations, just let us know what you want.

Email:

feedback@healthwatchkent.co.uk

