

You Said, We Did - December 2020

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 & Medway 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 December 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. Get in touch [here](#)

Feedback from individuals

You Said	What We Did	What Happened
We heard feedback from a patient that Track and Trace monitoring wasn’t in place at the reception at Buckland Hospital.	We shared these concerns with East Kent Hospitals.	East Kent hospitals took our feedback to the team at Buckland so that they could ensure adequate Track & Trace is in place.
We heard about a patient who was receiving a poor level of nursing care following their discharge from hospital	We gave them contact details for the owner of the nursing home so that they could make a formal complaint. We also signposted them to adult social care.	Thanks to us they were able to make a formal complaint to both the home and via Kent County Council’s social care department.
We spoke to a patient who was struggling to get through to their GP surgery. They were also having difficulties reaching their consultant to hear their test results	We helped them to reach the right person at the hospital.	The team at the Hospital are chasing the test results for them.

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Feedback through meetings or other organisations

You Said

The Kent and Medway Diabetic Eye Screening Programme provided us with a consultation paper to share with the public, to assist with their large backlog of patients needing appointments

What We Did

We shared this survey publicly through our website.

What Happened

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Thank you