

You Said, We Did- December 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'.

50 of you got in touch in December 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 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. Tell us your feedback [HERE](#)

Feedback from individual people

You Said

We heard from an individual who had made a complaint at their GP, and hadn't heard a response despite following the complaint up a number of times.

What We Did

We raised this as a concern with primary care colleagues at the Integrated Care Board, and liaised with the practice manager to resolve the matter

What Happened

The patient received a written response within two weeks and now feels their experience with primary care has improved

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Feedback from working with other organisations

You Said

Maidstone and Tunbridge Wells Hospitals are working with us to ensure patient voice is involved in various developments to the Trust.

Two of our volunteers were invited to be guest assessors for the Esther care model recruitment process. The Esther model is a personalised-care initiative and focuses on what is best for each individual person's needs.

We share monthly feedback with colleagues across the system, to influence development to and delivery of services.

What We Did

We ran a poll, asking the public what they thought the name of a new unit at Maidstone and Tunbridge Wells Hospital Trust should be called. Responses were shared with the trust.

Our volunteers attended two assessment presentations from candidates. Candidates were challenged on how they would support individual needs, based on feedback you have told us, and changes you want to see to the care you and your loved ones receive.

This month we shared feedback we heard about mental health services in West Kent with a local steering group.

What Happened

They have chosen the name which people voted for most on our poll, 'Kent & Medway Orthopaedic Centre'. Your voices have been listened to and taken into consideration.

Your feedback has directly influenced the delivery and quality of care across care homes in Kent.

Your experiences regarding access to support whilst waiting for appointments, and continuity of care after appointments were raised at the Community Mental Health transformation meeting.

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Every day people contact us because they need information, or because they don't know where to get the answers they need. We try and help each and every one. Here are just a few of their comments:

"Thank you for listening I feel you have been today's counsellor"

"Thank you again for your response I am very grateful. I would like to take this time to personally thank you for replying so swiftly and helping me with this matter"

"Thank you, sending me the information has been very helpful"

"Thank you for your prompt and very informative reply"

"Thanks for the helpful information"

"Thanks for listening to me I really appreciate it."