

You Said, We Did - February 2021

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’.

During the Covid pandemic, we’ve heard from hundreds of people all over Kent 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 January 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 individual people

You Said

You shared your experiences of using the health visiting service during the pandemic

What We Did

We shared this feedback with Kent Community Health Trust who provide the health visiting service.

What Happened

KCHFT are holding a virtual meeting and encouraging people who have become parents during the pandemic to join in, particularly to talk about the health visiting service.

We heard feedback from Swale patients largely over the age of 80, who told us they couldn’t find information relating to covid vaccinations on the Clinical Commissioning Group website

Our volunteers contacted the Clinical Commissioning Group to share these concerns and asked for the information to be made clearer.

The lead for the Vaccination Programme at the CCG acknowledged the information on the website may be confusing, as it is continuously changing and is hard to keep up to date. They assured us that they would review the website and make it clearer.

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You Said

Every month we hear from people all over Kent about their experience of using health or social care services during the pandemic. We publish your feedback on our website and share it directly with decision makers. Kent County Council asked if we had any feedback regarding facemasks and social distancing.

What We Did

We gathered all the feedback we'd heard about face masks and social distancing from July to December into a tailored report.

What Happened

Our report allowed them to incorporate user feedback into decision making, as well as generally gaining an understanding of the issues people are facing within their services.

Feedback from meetings or working with other organisations

You Said

Public Health asked us if we could help their substance mis-use workers to get access to the vaccine. They are front line workers but at that point hadn't been able to get the vaccine.

What We Did

We provided Public Health with the vaccine booking information for frontline staff. This included guidance around the process, links to booking portals and booking forms.

What Happened

With this information the frontline workers were able to book their vaccine.

One of our volunteers was asked by Kent Community Health NHS Foundation Trust for help reaching carers and patients. They wanted to talk to them about a new research initiative they were planning.

We shared the information on our website to promote the opportunity.

Six people shared their feedback through our website.

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You Said

We had heard questions and queries from the public and organisations about the Covid vaccine.

What We Did

We filmed an interview with Gail Locock who was leading the Vaccine programme for Kent & Medway and put all of these questions to her. We published the interview on our website and shared it widely.

We heard a lot of feedback from non-paid carers, asking where they come in regards priorities. We asked the CCG to see that this is clarified via the CCG's FAQ section (on their website)

During the vaccine interview we were able to answer questions that had been raised through social media. We were even able to answer some of them in real time.

What Happened

The vaccine interview had 170 views between 1st and 22nd February.

We can see that the covid-19 vaccination page has now been updated to include information for non-paid carers accessing the vaccine. You can view this information [here](#)

Some of the queries we were able to answer in real time are as follows

Can people choose which vaccine they get?

Will there be unqualified staff administering vaccines?

We hear about the training staff have had

What are the plans in place to get housebound patients vaccinated?

Are AIS needs going to be taken into consideration?

Thank you