

You Said, We Did- February 2023

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 February 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 February 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

Someone noticed nurses from local hospitals wearing their uniforms on public transport and got in touch to share concerns regarding hygiene and infection control, where nurses could be carrying germs into hospital wards.

What We Did

We contacted the hospital team to make them aware and asked them to clarify nurse uniform policy.

What Happened

The Integrated Care Board investigated the concern and reassured us that there were no unlicensed GPs practicing. This has removed anxiety for local patients.

People at local hospitals told us they were being discharged from physiotherapy units without notes or guidance to help with continued therapy at home.

We contacted local physiotherapy wards and asked if leaflets could be given to those being discharged from Kent physiotherapy departments.

It was confirmed discharge leaflets had been withdrawn in response to Covid-19, but could now be distributed again, so people being discharged felt more confident about managing their recovery

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You Said

We heard from someone with learning difficulties who told us they had been unexpectedly removed from their GP's register via a 3rd party. The client asked us to investigate and provide some details for them.

What We Did

We contacted NHS Kent and Medway to raise awareness of the issue and arrange registry for the individual at a new GP.

What Happened

NHS Kent and Medway listened to this feedback and the individual has now been registered at a new GP.

Someone asked us for guidance regarding their resolution meeting. They were anxious and wanted to know what they could expect.

We explained the meetings standard practice and reassured them that the meeting was held in their interest, and to ensure they receive a better level of care.

After getting in touch with us, they feel reassured and are confident to move forward and attend their meeting.

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Valuable contributions

We shared an NHS vacancy available in West Kent throughout our newsletters.

We connected with a countywide support programme for those living with lifelong ailments, providing them with a platform to share their experiences with the healthcare system.

We visited a local care home and shared residents' concerns with the relevant service providers.

We supported a local PPG to raise concerns with NHS Kent and Medway about their GP practice

We shared public feedback and user-experience, to influence the re-commissioning of Kent County Council social care services

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 calling me and for all your work. Such a lot of care."

"Thank you for helping me, that is a good idea I will contact Forward Trust."

"Thank you for getting back to me. It's been lovely talking to you."

"Thank you for your kind and understanding response."

"Thank you so much I feel so much better and less stressed."

"Thanks so much again for all of your help and support. I'm massively grateful!"