

# Healthwatch Kent Insights

January 2022



**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 January 2022.**

**If you would like more details, we can supply that.**

**Just drop us a line**

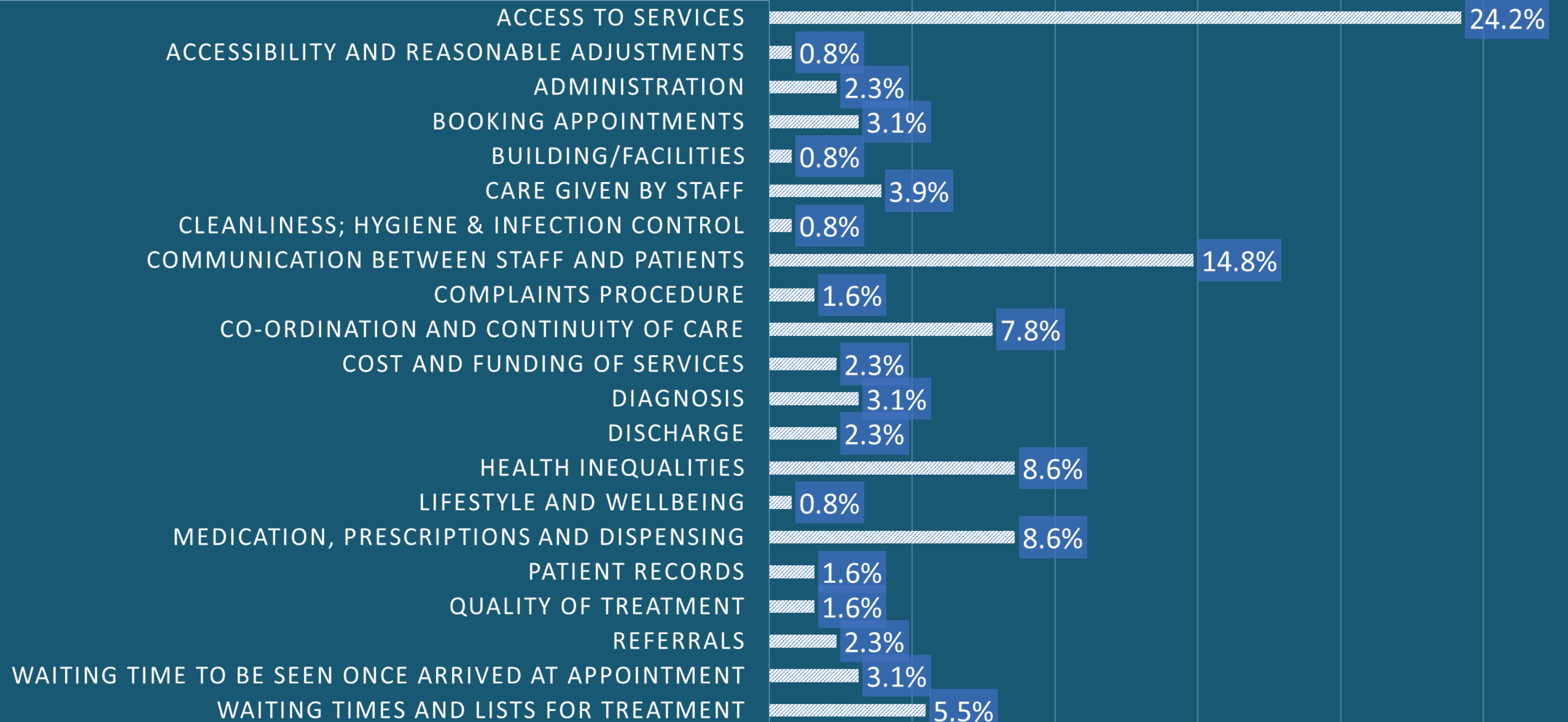
**[feedback@healthwatchkent.co.uk](mailto:feedback@healthwatchkent.co.uk)**



# What have we heard about this month?

## HEALTHWATCH KENT CATEGORIES

2022  
JAN



# What have we heard?

## Access to Services – 24.2% of the feedback

- 77% of the people contacting us in this category are sharing their difficulties getting an NHS dental appointments.
- One person told us they couldn't find a dental practice for someone who needed a BSL interpreter.
- We also heard about issues getting a GP appointment. For examples, one person with several ongoing health conditions told us it was 'unacceptable' that they can't get a GP appointment, and that obtaining a prescription has been a 'battle'.
- Access to mental health as also an issue. For example, a family has been on a waiting list for CAMHS for two years.

# What have we heard?

## Communication between staff and patients – 14.8% of the feedback

- 29% of the feedback in this category was from people having difficulties getting dental appointments.
- 18% of the people contacting us in this category were telling us about long waiting times after an initial referral.
- One person told us they were referred to the gender reassignment clinic 3 years ago but have heard nothing since their referral was accepted.



# What have we heard?

## Medication, Prescriptions and Dispensing 8.6% of the feedback

- 67% of people contacting us about medication wanted to share issues with their GP.
- One person told us they had been reassured that a dosette box would make managing medications easier, but their relative was left for two days without medication because the dosette box didn't arrive in time.
- We heard from someone who was prescribed new medication but hadn't been told about the change until they collected the prescription.

# What have we heard?

**Health inequalities** 8.6% of the feedback

- 64% of the feedback in this category was detailing peoples' struggles in accessing dental appointments. 30% of these callers had a pre-existing health condition or felt that it was a dental emergency.
- One person told us that they import medication from America to manage their symptoms because they couldn't get a referral from the NHS.

# What's new this month?

## Digital Inclusion & reducing social isolation

We've heard a lot about people being digitally excluded as a result of the pandemic. We also know of many initiatives to try and address the issue. We wanted to know if they were working.

We undertook a Social Return on Investment (SROI) to understand how a project to help the Nepalese community in Folkestone get online had worked.

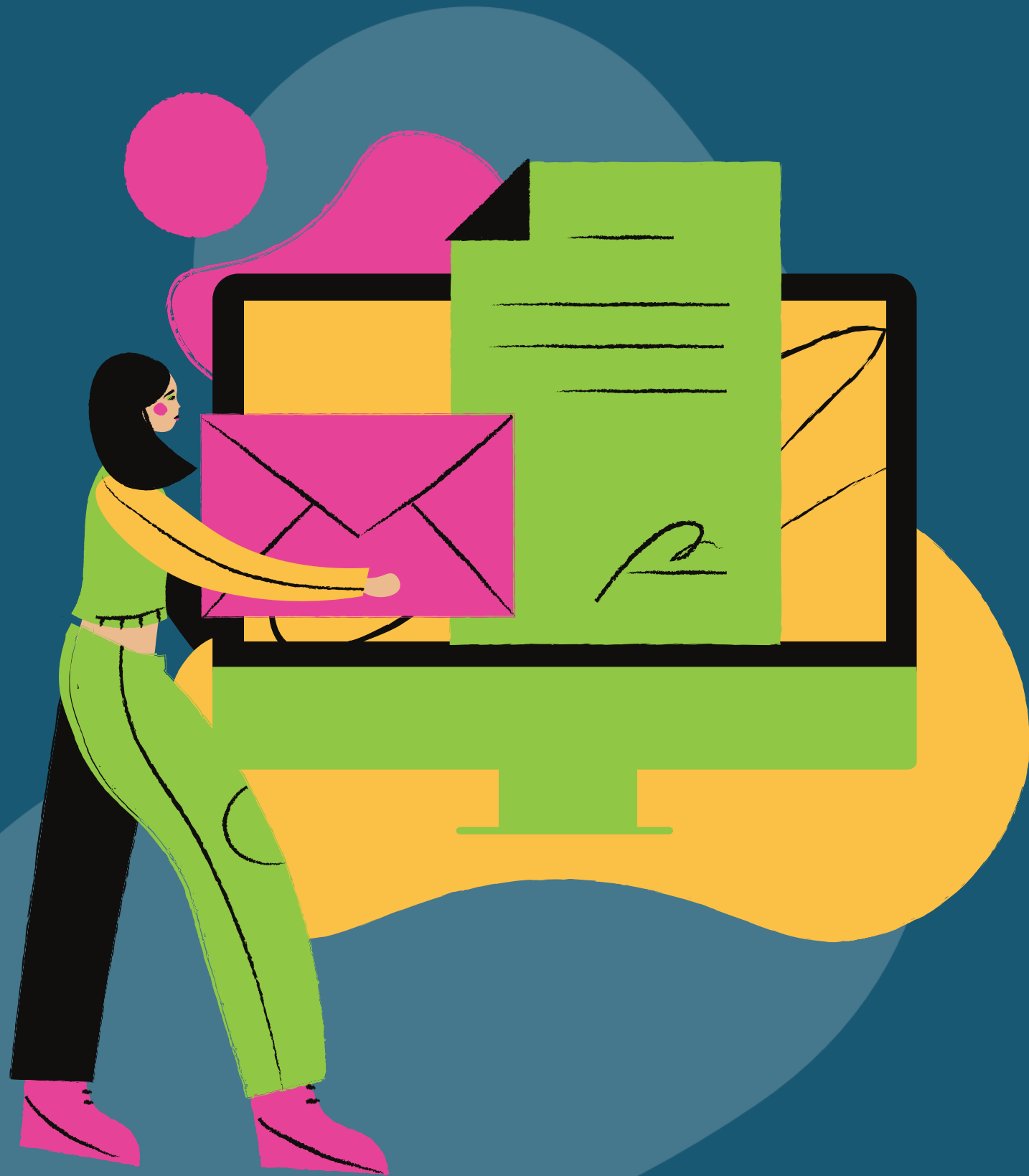
Our analysis showed that:

- For every £1 invested, we can see a return of £20.90 worth of social value. That works out as an average of £8,041 worth of social value for every participant.
- Participants now feel less isolated and have gained knowledge and confidence which has enabled them to access health and social care services online, book their Covid vaccines and help other people too.
- Overall, the project has generated £209,086 worth of social value/ impact in its first year.

Read the full report [here](#)



# 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 has the Mental Health User Voice Network heard?

128 people shared their experience of mental health services in January



63% of the feedback was about Community Mental Health Teams (CMHTs), GP Surgeries & Child & Adolescent Mental Health Services (CAMHS)

The main themes were:

- **CMHT - Communication:** people have been told CMHT would phone them but no information on when which is causing confusion and frustration
- **GP Feedback** - people are finding it difficult to get **face-to-face appointments** and struggling with the telephone or online processes to reach their surgeries
- **CAMHS - Waiting times** and lack of support while waiting
- People who felt listened to, or had expectations managed, tended to have a positive experience

You can find more information about the Kent Mental Health User Voice network [here](#)

# What have we done with the feedback?

## Raising the voices of people who need support to attend appointments

- Four years ago, we visited hospitals in East Kent to see how well supported patients with learning difficulties would be when attending appointments. We published a report detailing these findings along with formal recommendations about the changes we expected to see. We have been working with East Kent Hospitals ever since, sharing **your feedback** and encouraging them to make the necessary changes to improve patient experience. This is what's changed as a result:
  - A new audio & Braille transcript service
  - A new British Sign Language interpreting service via video
  - Pictorial books to help reduce communication barriers
  - A new card which Deaf people can use to indicate that they need a BSL interpreter designed in partnership with Healthwatch Kent and the Deaf community

Read the report [here](#)

## Working to improve your experience of being discharged from hospital

- We shared all your recent stories about being discharged from hospital with Kent County Council and the Kent & Medway Clinical Commissioning Group, to inform and influence their own work on discharge services. Your voice has reached service providers and is making a difference to how the services you use will look in the future.

**You can read more about what we did with your feedback in January [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 2,624 people**

**“Thank you so much for listening. Finding someone willing to listen is hard enough”**

**“I now feel I have several avenues to explore”**

**“I was just so worried but talking to you has helped”**

# 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](mailto:feedback@healthwatchkent.co.uk)**

