

## You Said, We Did - January 2021

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 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 individuals

#### You Said

Every day, we hear from people like you about how you are coping, what is important to you and your experience of using Kent’s health and social care services.

You told us that it was hard to find resources to help support children from occupational therapy on the Kent Community Health Trust’s website.

#### What We Did

Every month, we publish a report which summarises everything that you have told us. It talks about the themes and trends in the feedback. We share it directly with decision makers so that they can hear what is important to you. We also publish it on our website so that everyone can hear your voice.

We reviewed their website and shared your concerns directly with Kent Community Health Trust.

#### What Happened

Whilst we publish the feedback every month, this time the Kent Messenger newspaper shared the details of the latest report with their readers both online and in print helping us to reach a larger audience.

We were able to locate the resources and share with the person who needed our help who raised the concern. We have also linked the resources so others can make use of them. Find the resources [here](#)

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### You Said

We heard a volume of feedback from new mothers and their families who were struggling to see a Health Visitor during the pandemic and felt they weren't getting the post-natal support that they needed.

A care worker got in touch as they were being asked to wear short sleeves at work in line with infection control but didn't want to for personal reasons. They weren't sure what their rights were.

We heard about families who were struggling to get prescription medication for their children from the Children & Adolescent Mental health service (CAMHS). They told us that they couldn't get through to the right person on the phone.

### What We Did

We shared all the feedback we heard directly with Kent Community Health Trust who provides the health visiting service.

We got in touch with an Infection Prevention and Control Specialist Nurse to seek clear guidance on the policy and offer advice.

We spoke to the CAMHS service and asked them to make it easier for people to use their automatic telephone service.

### What Happened

Kent Community have been exploring how best to ensure new mothers can access their Health Visitors. Appointments are now being offered on a one-one basis in a private room. They also shared with us additional resources for families which we can now share directly with anyone who contacts our Helpline.

We shared the guidance so that other people can benefit.

Read the information [here](#)

In February, more admin staff were posted to help manage the phonelines.

In addition, the operating system on the phone was changed to make it clearer for callers which department that they needed. A new option for prescriptions was added.

We heard that several parents have now been able to speak to the right person and get the correct prescription for their children.

You can read more [here](#)

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### You Said

You told us that your appointment letters for Oncology mentioned that you could bring someone with you to the session but in reality, you weren't allowed to have anyone with you due to Covid restrictions.

We spoke to a patient who was experiencing issues with their GP. They wanted to make a complaint but didn't know how.

### What We Did

You didn't remember to tell us which hospital you were referring to, so we shared the feedback with all Kent hospitals to ensure they were aware.

We helped them to understand how best to make a complaint and what the process is.

### What Happened

The assistant chief nurse at Darent Valley Hospital advised us that the letters are pre-printed in large quantities and have therefore not included up to date information on this policy, however they're planning to add a covid-19 statement to the appointment letter to provide more clarity for patients, on the restrictions. They assured us they are eager to improve things as much as possible.

They were able to file a formal complaint. As a result, the surgery had been in touch and had helped them to resolve the issue. They thanked us for our help and were grateful for our information.



**You Said, We Did - January 2021**

**Formal recommendations from our reports**

**You Said**

We published a report back in September to share our learnings about how best to reach people who are Carers but are not yet receiving any official help or support.

You can read the report [here](#)

**What We Did**

We shared our findings at the Mental Health Trust’s Patient Experience Committee as many people are caring for someone with a mental health illness.

**What Happened**

Our findings were well received and praised. The Trust would like to use some of our findings in their own work to reach Hidden Carers.

**Feedback from meetings or working with other organisations**

**You Said**

Kent Association for the Blind told us that some of their clients are finding it difficult to read the instructions at Covid testing sites.

**What We Did**

We contacted the Kent and Medway Clinical Commissioning Group to explore what could be done to make it easier for people with sight issues to access the testing centres.

The feedback was also shared with the Covid Testing Cell meeting.

**What Happened**

As a result, staff at the testing centres have now been trained to ask people if they need any additional support. Read the article [here](#).

A Carer’s organisation got in touch to tell us that they were struggling to get the Covid vaccine for their frontline staff.

We spoke to the Head of the Vaccine programme for Kent & Medway to unblock the issue.

Frontline staff were able to get the Covid vaccine.

**Thank you**