

You Said, We Did- January 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'.

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

Feedback from individual people

You Said

Someone contacted us with concerns that there was a GP practicing unlicensed at their local practice.

What We Did

We raised this concern with colleagues at the Integrated Care Board and asked any appropriate action was taken

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.

We hear ongoing feedback about dentistry services, including difficulty finding an NHS dentist and difficulty accessing appointments. This is one of our most common themes in feedback we hear.

We shared your feedback with the Medway Public Health team.

Medway Public Health have used your feedback to develop the new Oral Health Strategy. Your experience is making a difference to future dental services.

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You Said

We receive ongoing feedback and concerns regarding mental health services. This includes concerns for the mental health of young people living in Kent.

What We Did

Our volunteers attended a meeting with the Sheppey Community Development Forum, during which they requested a marketplace display to raise awareness of the support available for young people's mental health and suicide prevention.

What Happened

The forum agreed to hold a mental health awareness event later in the year.
The salvation army agreed to host a MIND suicide prevention course towards the end of January.

A client contacted us to say they had a broken tooth and were concerned about a possible infection. The client was unable to source an emergency appointment, despite contacting 30+ surgeries.

Healthwatch Kent was able to refer the client directly to a dentist with emergency availability.

The client was able to secure an emergency appointment to treat the broken tooth.

Feedback from working with other organisations

You Said

GPs from Faversham shared concerns with us regarding the levels of anti-biotics in stock, particularly regarding Strep A infections.

What We Did

We raised these concerns with pharmacy colleagues at the Integrated Care Board.

What Happened

They have given guidance around emergency stock antibiotics which can be ordered, and reassured us that the stock level issue is now resolved.

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Valuable contributions

Our volunteers met with the Safety and Quality Lead from South East Coast Ambulance Service, and supported the development of a volunteer training plan to enable better working/communications between local care services and the team at South East Coast Ambulance Service.

Healthwatch met with representatives from the Integrated Care Board engagement team who were seeking feedback to improve mental health care. We connected them with local mental health support organisations who will be able to provide valuable insight and help structure a new consultation process.

We shared feedback regarding KCC over the past year, with the innovation and delivery team for adult social care and health at KCC to contribute to adult social care reform.

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!"