

You Said, We Did - July 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 July 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

We heard from someone who had was unable to move their dustbins. They had an assisted collection plan in place, but this hadn’t been happening and so the bins had not been collected, causing maggots and mould. They got in touch to ask for some support and guidance.

What We Did

We signposted them to people who may be able to help re-instate the assisted collection. We also shared guidance about how to contact the local ombudsman.

What Happened

The rubbish has now been collected and they thanked us for our help and support.

We heard about someone who was discharged from a care home back to their own home. The family felt that they had been ‘abandoned’ and needed help to care for them.

We provided a listening ear and signposted them to the right place to find support.

We also gave guidance about how to prepare for a complaint if they felt that was the right route to go.

“Thank you. You’ve no idea how much relief our conversation alone has helped. You were the breath of fresh air I needed”.
The family now feels listened to and supported. We will be following up with them in a few weeks to ensure their experience has improved.

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You Said

We spoke to a patient who had had difficulties visiting Maidstone Hospital. They found the car parks coned off and had to park off-site. They were upset because it meant they had less visiting time with their loved one.

What We Did

We shared their story with Maidstone Hospital to find out what had happened.

What Happened

The hospital told us a sink hole had appeared in the car park causing them to be closed. The patient was pleased to get an explanation so quickly and would update their family to avoid future complications.

Feedback from working with other organisations

You Said

Public Health reached out to us, as they needed support in setting up a popup vaccine centre for the Traveller and Romani communities. They asked us for guidance as to who they could contact to get the project started.

What We Did

We put them in touch with the Head of the Traveller Unit in Kent.

What Happened

Through this new relationship, the vaccination programme has been able to access KCC Traveller sites across Kent.

Individuals and organisations came to us to raise concerns about how people with sight impairments could access the written information at vaccination centres.

We raised the issues and offered to record an audio version of the vaccine leaflets.

We suggested the audio versions would also be useful for people we found it hard to read information and not be limited to people with sight impairments.

We recorded an audio version of the vaccination leaflet as well as the FAQ leaflet.

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Feedback from working with other organisations

You Said

Organisations and individuals have been steadily sharing their feedback about the non-emergency patient transport service across Kent.

What We Did

We shared all the feedback directly with Healthwatch England who have used the experiences in a new national report in collaboration with Age UK and Kidney Care UK.

What Happened

NHSE have now published their own report on non-emergency patient transport services, which has used the experiences we shared.

Improvements include:

- A new national framework for NEPTS
- Improved use of technology to coordinate appointments and communication for patients
- A commitment to better support for people who aren't currently eligible for transport.

Thank you