

You Said, We Did- July, August & September 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'.

We've been busy at Healthwatch Kent over the last few months welcoming new members to our team and bidding farewell to others. But, as ever, we've been busy listening to your feedback and have collated what we've been told over the summer into one document below!

This report summarises the changes that we made in July, August and September 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

Month	You Said	What We Did	What Happened
July	We heard from a patient who told us of a bad experience she'd had at a blood test. She stated her nurse didn't listen to her when she told her left arm does not bleed well. The nurse tried to take the sample from the arm regardless and hurt the patient in the process.	We raised the feedback directly with the hospital.	The feedback was shared amongst the blood testing team and they were reminded to be considerate towards their patients.
July	A patient told us of smokers gathering outside a hospital main entrance. Their smoke was drifting into the hospital lobby and making it smell.	We raised the feedback directly with the hospital.	The hospitals security team has been asked to proactively remind smokers to stand away from the main entrance to prevent smoke drifting indoors.

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Feedback from individual people

Month	You Said	What We Did	What Happened
July	A patient told us of her and a friend's poor experience when they were receiving treatment for multiple sclerosis.	We raised the feedback directly with the hospital.	The hospital advised of a new multiple sclerosis treatment plan they were working on and invited the patients to talk about it and help co-produce it.
August	We heard from a visually impaired member of the public, who reported having difficulty finding a cardiology department in one of Kents hospitals.	We raised the feedback directly with the hospital.	The department has reviewed its available signs and is now exploring possible improvements.
September	A patient of Willesborough Health Centre raised concerns that patients with physical disabilities were struggling to use the surgery's blood pressure machine	Healthwatch Kent contacted the practise manager at Willesborough Health Centre to pass on feedback we'd received from one of their patients	Healthwatch Kent contacted the practise manager at Willesborough Health Centre to pass on feedback we'd received from one of their patients Since raising this feedback, Willesborough Health Centre have now installed handrails either side of the machine to make the process easier for many of their patients.

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Feedback from individual people

Month	You Said	What We Did	What Happened
September	A client who lives in Medway but uses a Kent health service contacted us to advise that they are having problems finding an eyedrop for their glaucoma. Despite usually being able to get this prescription from the doctor, the client has been advised to contact all the pharmacies in the area to try and access it themselves. The client was unable to obtain this eyedrop and contacted Healthwatch feeling concerned and unsure what to do next.	We referred this feedback to the Medicines Optimisation Team on the client's behalf and received an update about a supply issue. We were able to advise the client to contact the Maidstone Eye Clinic and pursue a prescription amendment as a short-term solution before the supply issues are resolved in the near future.	The client was able to use our advice to access the medication they needed.

You Said, We Did- May 2023

Valuable contributions

Our volunteers completed a trial to assist in assessment of a new service in the care sector.

We heard numerous complaints regarding a mental health facility in Medway. We passed these on to the relevant people for review. The feedback we passed on has now been utilized in creating a new action plan to address the complaints.

We shared a thematic review paper, of all our GP and dentistry user experience data, with Integrated Care Board colleagues to improve their knowledge on what challenges people are facing when accessing primary care services. We supported a local PPG to raise concerns with NHS Kent and Medway about their GP practice

We visited three local hospitals this month to hear feedback from people. We shared people's feedback directly to patient experience teams at the local hospitals, who have responded and are working towards improvements.

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 listening "

"Thank you so much for you time and for the information. "

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

"Many thanks for your very helpful email. "

"Thanks for calling and for your help. "