

You Said, We Did - March 2021

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'.

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 March 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 about people who are housebound and had not yet received their Covid vaccine, despite being vulnerable and a priority.

What We Did

We spoke to the vaccination team for Kent & Medway

What Happened

They told us that they are aware there are a number of housebound patients who are waiting for their vaccination. They told us that housebound patients will be their focus over the next fortnight. They asked us to encourage people to check that they are registered as housebound with their GP so that their names would be picked up on the list.

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You Said

We continue to receive a steady stream of queries from people about the Covid vaccine.

What We Did

Whilst we know the answers to most of these questions, if we don't know we find the answer. The deputy director of Infection Prevention and Control at Kent & Medway Clinical Commissioning Group has been helping us to answer your questions

What Happened

We shared the answers on our website so that other people could benefit too.

You can find them [here](#)

We continue to hear that people with sight issues cannot read the vaccine information leaflet.

We have offered several times to record an audio version of the leaflet which the NHS could then distribute.

We have not yet had a response to our offer.

We heard from someone who was concerned that people with learning disabilities were not being offered the covid vaccination as a priority.

We were able to reassure her that all adults with learning disabilities in Kent could book a Covid vaccine.

As a result of our feedback, their brother now has a vaccine appointment.

We heard from someone who has self-harm scars. They felt that vaccination centres should have private, screened-off areas for people who do not wish to expose their arms or skin in front of others.

We've heard several similar issues during the pandemic. We have shared these with Kent Community Health Trust who are managing the vaccine centres, to see what can be done to avoid these experiences from re-occurring.

After our feedback, they visited some of their vaccination sites and advised us that dignity and privacy for patients will be considered as an area for improvement.

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You Said

Every month we hear from people all over Kent about their experience of using health or social care services during the pandemic. We publish your feedback on our website and share it directly with decision makers. Kent County Council asked if we had any feedback regarding facemasks and social distancing.

What We Did

We gathered all the feedback we'd heard about face masks and social distancing from July to December into a tailored report.

What Happened

Our report allowed them to incorporate user feedback into decision making, as well as generally gaining an understanding of the issues people are facing within their services.

Formal recommendations from our reports

You Said

In 2019 we published a report detailing what support was available for people who used a communication aid at Tunbridge Wells Hospital. We found that patients found it hard to find information about accessibility on the hospital website.

What We Did

We made a formal recommendation in 2019 about improving the website. In March 2021 we attended their Accessible Information Standard meeting to hear what progress had been made.

What Happened

We heard that the Trust is building a new website, which will have a dedicated page for Accessibility and support for people who have communication needs. This will include clearer information regarding attending appointments. The website will have 'recite me' software which means it will 'speak' the words on the website. The launch has been delayed due to covid but is now being actioned again.

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You Said

In August 2020, we published a report detailing the reality for Care Homes during Covid. The West Kent Local Care Delivery Board asked us to create a focused report detailing all of the feedback that came from West Kent.

We've been working with the Kent Physical Disability Forum and other Kent wheelchair groups since 2019. We've worked collectively to hear peoples' feedback about the wheelchair service in Kent. Together we heard some very clear themes including lengthy waiting times and lots of issues getting repairs.

What We Did

We created a report with all the West Kent information and shared it with the Board. In addition we gave them another report which assessed the training needs of care home staff. We presented both reports to the Board in March.

We published a joint report in 2019 and escalated the issues to the Kent Health Overview & Scrutiny Committee (HOSC) who demanded immediate action. Since then, we have been monitoring the situation and tracking the improvements.

What Happened

The Board told us that our recommendations had been taken to the Care Home Cell and that they are working together with the CCG and KCC to improve and provide training where it is needed most.

An update was shared at HOSC this month detailing the latest improvements which include:

- Service waiting times have continued to fall and now meet national targets, at an average of 15 weeks, which shows an improvement of roughly 80% since we produced our report
- The waiting list has reduced to a third of its peak size
- Despite targets being met, services continued to improve to surpass these

The chair of the HOSC thanked us for our involvement in the scrutiny of wheelchair services and acknowledged an overall improvement.

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Feedback from working with other organisations

You Said

An organisation that supports people to live independently told us that some of their clients, who employ carers under the direct payments service, have had to pay for their carers and PAs to travel long distances to receive the vaccine, and that this money comes from their care budget.

What We Did

We contacted the direct payments service. They told us that someone who employs a Personal Assistant can claim back the cost of their travel expenses to and from the vaccination centre, as well as the expense of their time. This expense should not affect their care budget. We shared the details of this with the organisation who had contacted us.

What Happened

They shared our feedback with their client. Thankfully they now know how to claim back the travel expenses for PA's vaccine.

We heard feedback from the deaf community in Kent, who told us how hard it can be to go to a regular hospital appointment, and their worries whether an interpreter will be there to help them

Our volunteers have been working with East Kent hospitals for many years to make it easier for Deaf people to visit the hospital.

Deaf patients are now being offered a free card, that clearly indicates they need a British Sign Language interpreter. This interpreter can then be sourced by hospital staff, through a new online video system.

We have a supply of these cards at Healthwatch Kent and can send them to people who need them, in the post. So far we have sent out around 70 cards.

Thank you