

# Healthwatch Kent Insights

May 2022



**Every day we are hearing feedback from people in  
Kent about their experience of health and social  
care services.**

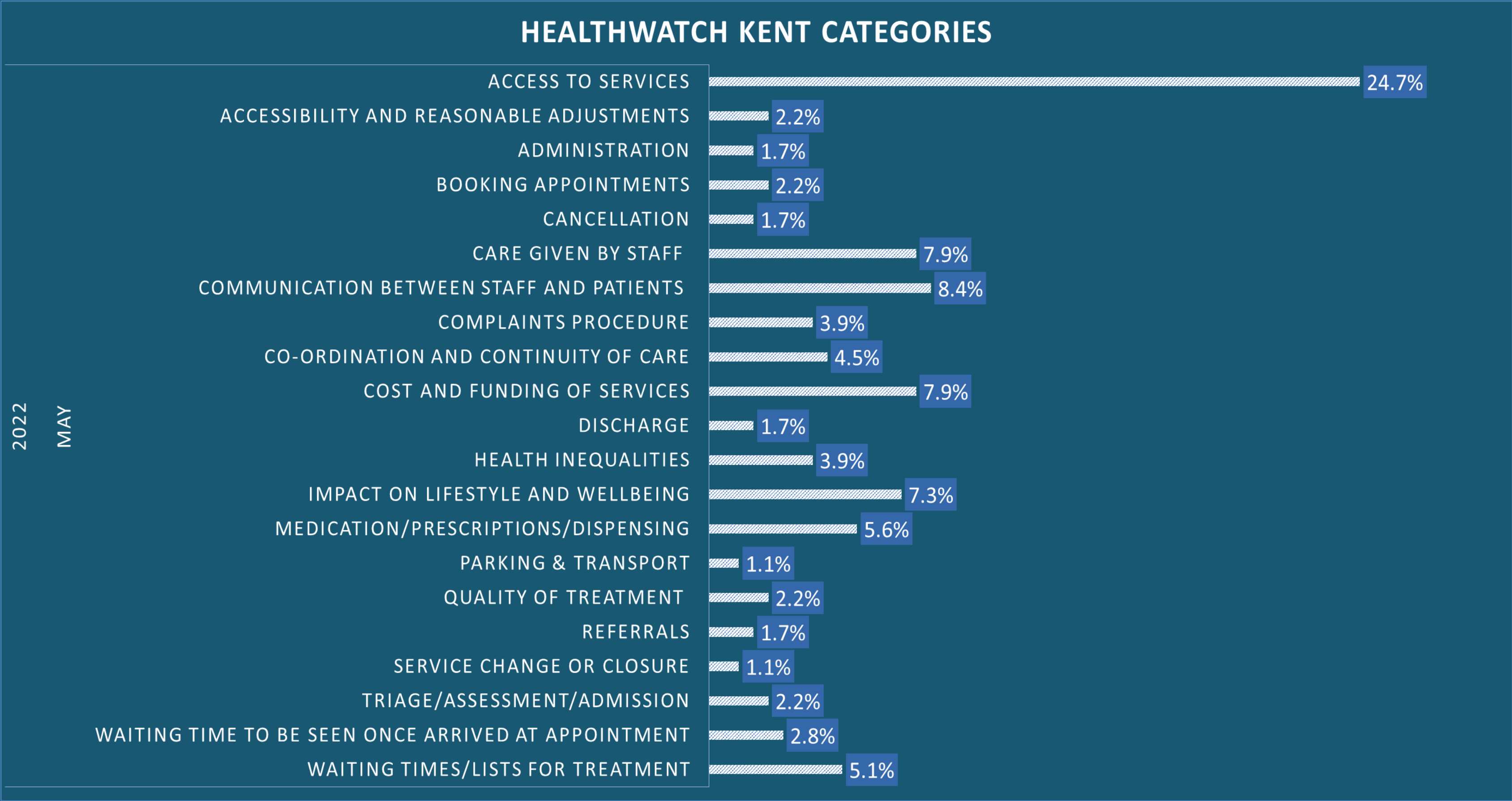
**This report summarises the feedback we've heard  
in  
May 2022.**

**If you would like more details, we can supply that.  
Just drop us a line**

**[feedback@healthwatchkent.co.uk](mailto:feedback@healthwatchkent.co.uk)**



# What have we heard about this month?



**Access to services** remains the biggest topic we hear about.

- Issues registering and securing an appointment with your GP and dentist top the list
- Some dentists had told people that they would no longer be seeing NHS patients
- People told us they were worried about being 'forced' to pay privately for dental care whilst also struggling with the cost of living crisis
- People were particularly concerned about the impact on children's oral health

**Prescriptions** continue to be an issue for people. Examples include:

- GPs changing prescriptions without talking to the patient
- Difficulties for people to get repeat prescriptions
- People told us that changes to prescriptions and worries that they won't be able to get their medication is affecting their mental health

# What have we heard?

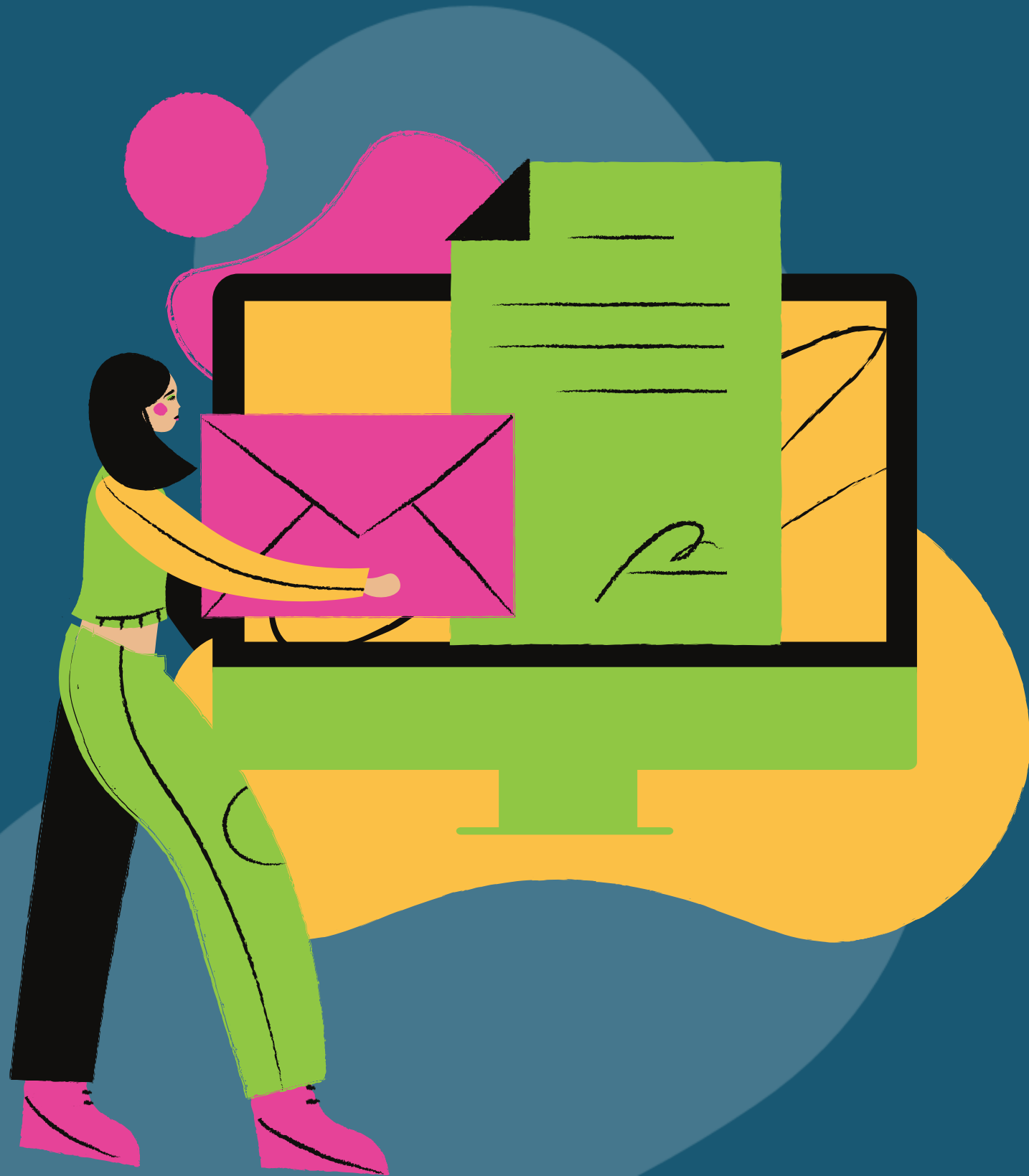
## Waiting for care was another big issue

- People talked about waiting for care and how not being able to pay privately is impacting on their mental health.
- Families talked about the lack of support whilst their relatives are waiting for care

We heard positive feedback about **A&E staff** who were making sure people were seen quickly and going out of their way to make sure patients were looked after.



# What have we done with the feedback?



We share the detailed feedback directly with the relevant organisations so that it can inform and influence their own plans.

We will always escalate any safeguarding or urgent cases for immediate action.

This month we have escalated 6 cases.  
4 of them have been responded to.

# **How has your opinion of Care Homes and care at home changed since the pandemic?**

244 of you told us that Covid has changed your views about Care Homes and care at home

- 46% of you told us that Covid has affected your thoughts about a relative living in a Care Home
- 78% of you felt that Covid has made it harder to get care at home

**"It has made me feel less likely to have a relative living in a care home, as I would be worried they would not have enough autonomy over what they are allowed to do, if anything like the pandemic happens again."**

**"I would definitely try to delay moving my Dad to a care home for as long as possible."**

We shared your feedback directly with Care Homes, Kent Integrated Care Alliance and Kent County Council. Read more [here](#)



# What has the Mental Health User Voice Network heard?

98 people shared their experience of Mental Health Services in May



Healthwatch Kent works in partnership with the Mental Health User Voice Network. Every month we share with you what they have heard about mental health.

39% of the feedback was about **Community Mental Health Teams** (CMHTs). Issues include:

- Positive feedback about communication, but also negative experiences of people waiting for call backs with many not getting a call back despite being promised one.

21% of their feedback is about **GP Practices**. Issues include:

- Availability of appointments
- in-appropriate advice on mental health conditions
- Lack of empathy. Examples include professionals saying 'pull yourself together' and 'go to A&E if you feel suicidal'
- eConsult is “overwhelming” and often the only way to contact your GP

You can find more information about the Kent Mental Health User Voice network [here](#)



# What have we done with the feedback?

- We raised your issues with the Covid booking system with the Kent and Medway CCG. As a result, they have published guidance advising people how to tackle the problems.
- Your experience of discharge services has been shared at a national level with the NHS and will be used to inform the new Commitment to Carers. Locally it is driving a focus on what can be done better to support carers.
- Your feedback on non-emergency patient transport services has been used to make changes to the national eligibility criteria.
- Care Home staff talked to us about treatment escalation plans. We have raised the issues with the CCG and GPs to inform staff learning and development
- We escalated questions about Carers allowance with Healthwatch England and then shared the guidance on our website to help others too.

**You can read more about what we did with your feedback in May [here](#)**

**We hear feedback via a range of routes including:**



**calls, texts and emails to our Information & Signposting service**



**social media and our online feedback form**



**we proactively reach out to voluntary groups to hear about issues facing their clients**

**This month we've reached 25,934 people**

**"Thank you for the information, and for listening to me"**

# Want more details?

Let us know. We can review our data for specific topics and organisations, just let us know what you want.

Email:

[feedback@healthwatchkent.co.uk](mailto:feedback@healthwatchkent.co.uk)

