

Healthwatch Kent Insights

November 2021



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 November 2021.

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

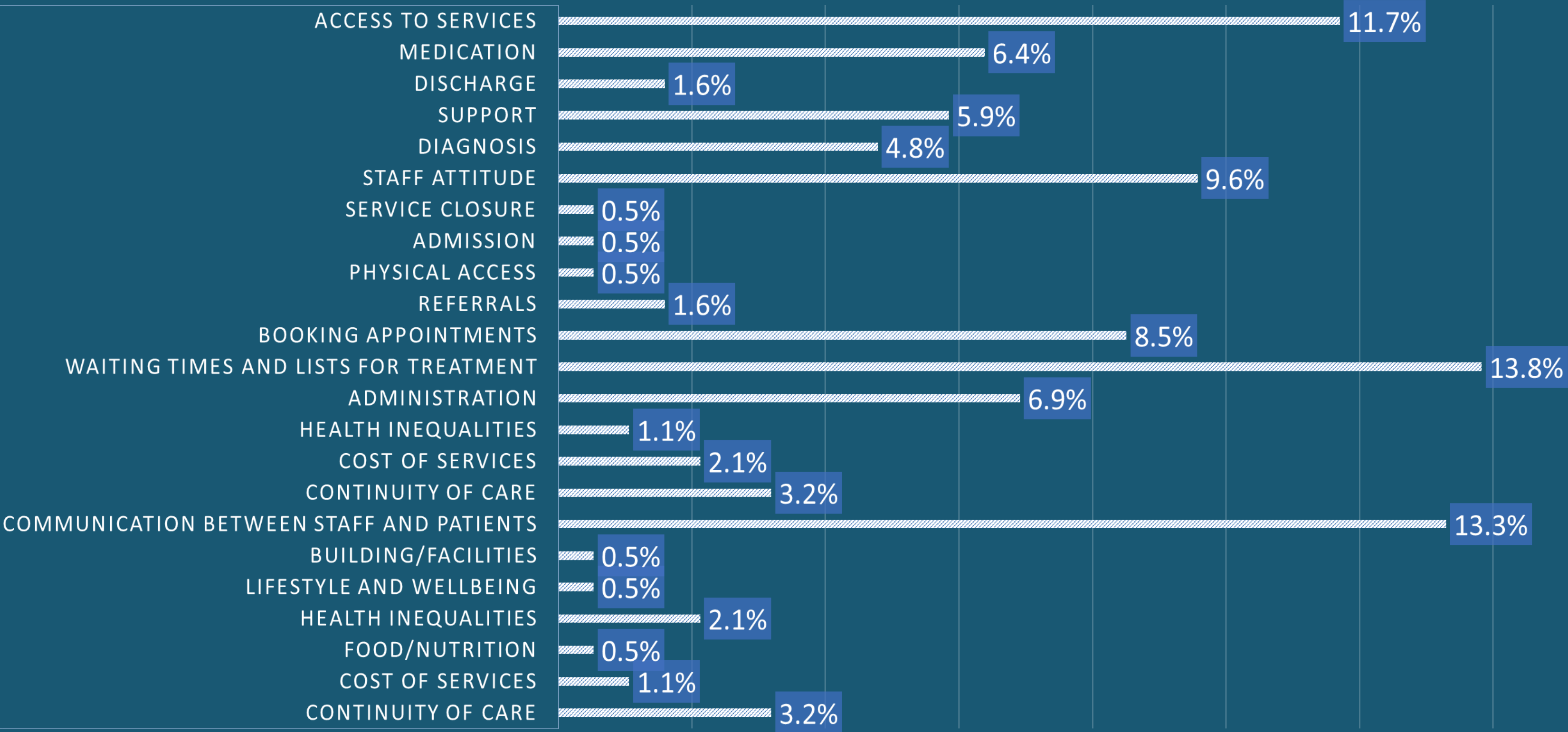
feedback@healthwatchkent.co.uk



What have we heard about this month?

HEALTHWATCH KENT CATEGORIES

2021
NOV



What have we heard?

Waiting Times and Lists For Treatment- 13.8 % of the feedback

ACCESS TO DENTISTS

- 50% of the people who contacted us about waiting times and lists were telling us about their difficulties getting an NHS dental appointment.
- Like last month people told us that they are unable to register with a dental practice so cannot get dental treatment.

ACCESS TO GPs

- 15% of people contacting us have shared issues with GP services.
- One person needed to see their consultant because their long-term condition had flared up. Their appointment was cancelled the day before and rebooked for 4 months' time. However, their condition needed managing now.

What have we heard?

Communication between staff and patients - 13.3% of the feedback

- The top topic in this category is issues around communication which are making it difficult for people to get a GP appointment.
- 24% of people were raising concerns around mental health teams and the levels of communication that they are having.
- One person told us they had to request urgent medication from a duty GP as the psychiatrist had not organised the new medication.
- Two people praised NHS 111. One felt that they were listened to with compassion and had their issue sorted within two hours and both were very happy with the service they received.



What have we heard?

Access to Services – 11.7 % of the feedback

- Access to dental treatment tops this category with 50% of calls.
- 20% of feedback relates to difficulties people are experiencing accessing GP services
- The biggest issue is people cannot get a face to face appointment when they need it
- People also reporting difficulties being able to get an appointment when they phone the practice.
- Three people told us they had struggled to book their Covid booster both online and through the NHS App.

We shared all the feedback we heard about the GP eConsult service with the CCG. You can read their response on our website [here](#)

What have we heard?

STAFF ATTITUDE

- In November we saw a 4.1% increase in feedback around **staff attitude** compared to October. One person told us that when they do finally get through to the GP surgery, the staff are 'rude'. As a result, they 'dread having to call the surgery'.
- 13% of the feedback about staff attitudes was positive. One person told us the support they had received from Kent Association for the Blind was 'fabulous'.

MEDICATION

- In November we also saw an increase in the number of people telling us about their experiences with **medication**.
- The majority of people were telling us about accessing repeat medications from their GP and the difficulties they were having.

Spotlight on the trans & non-binary community

- For six months we've been working with KCHFT to listen to the views and experiences of the Trans & Non-binary community in Kent
- This month we published a report detailing their feedback
- The report evidences the barriers this community faces when accessing the services they need, as well as some examples of how experiences could be improved

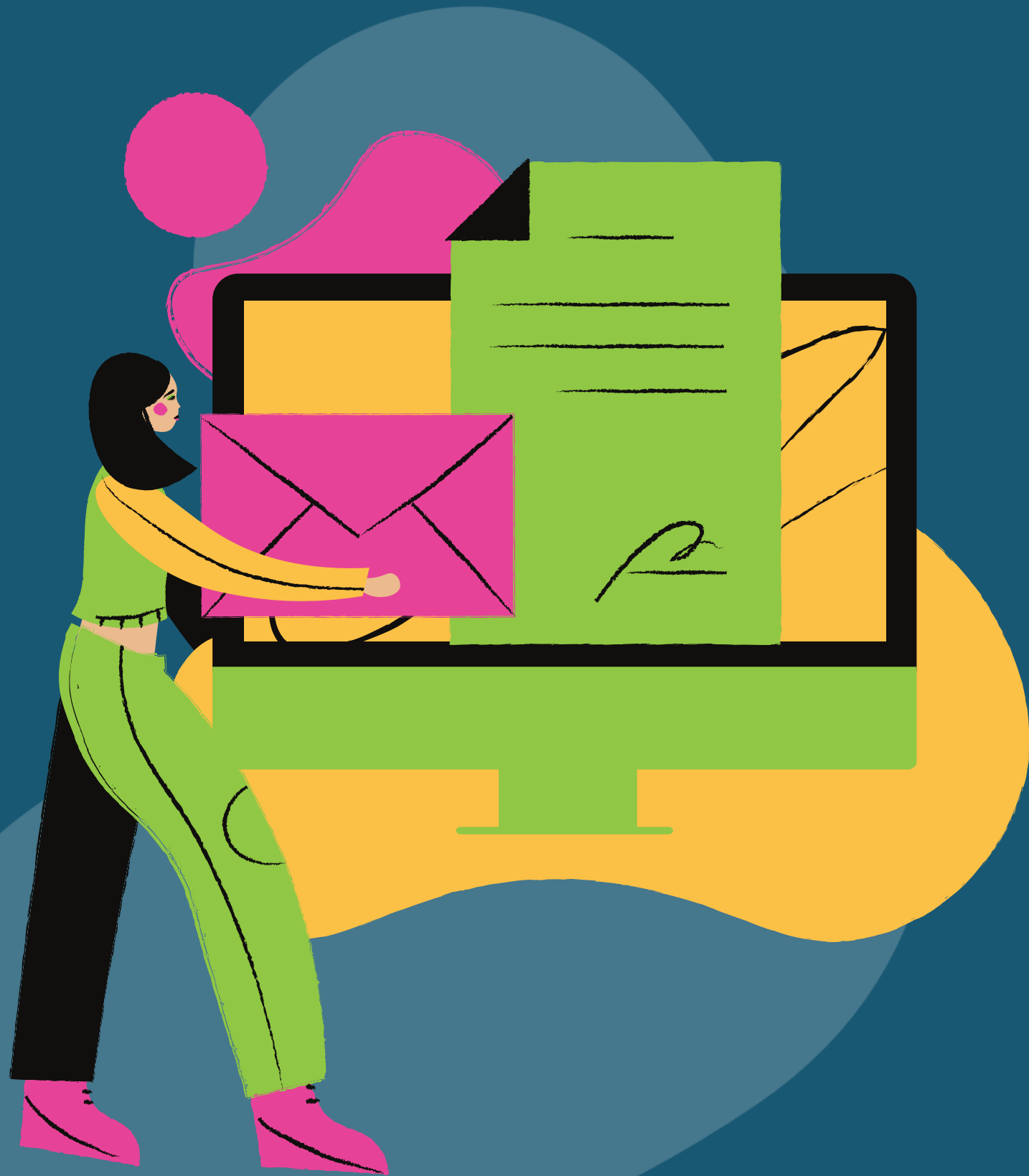
"I'm still yet to get my first appointment with the GLC after nearly two years of waiting."

"GPs are refusing to prescribe my medication (contrary to my shared care agreement) so I have to travel up to London every 3 months to get injections."

"I was given a list of GPs to contact to take me on as a patient. After being interviewed by six other local GPs I eventually found one who would support my needs."

You can read the full report [here](#).

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 **12** cases. All of them have been responded to.

What have we done with the feedback?

- We helped someone to get registered with a GP. They had been told by the surgery that they needed to write to the CCG to register. We intervened and confirmed with the CCG that the surgery's list was open. The practice manager has since apologised and promised that all staff will be reminded of the registration policy. Thanks to us they are now registered with the GP and able to access treatment.
- We helped a family to register with a GP. They had recently moved to the UK and been told by several GP surgeries that there weren't taking on new patients. We spoke to the CCG who offered to help them. They are all now registered with a local GP and receiving care.
- A family came to talk to us about their sister's experience at a mental health hospital. We shared their concerns directly with the Chief Operating Officer at the mental health Trust which is known as KMPT. As a result, the family met directly with the Chief Operating Officer to discuss their concerns about her care. Since then they have been able to secure follow up care for their sister.

You can read more about what we did with your feedback in November [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 3,571 people

“Thank you for your letter. I want to say thank you very much to you and your department for all the help. I hope you get back to me so I can thank you personally. Thanks once again.”

“Thanks so much for your email, it is very helpful... Thank you so much for your response, advice and support.”

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

