

Healthwatch Kent Insights

October 2021

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

This report summaries the feedback we've heard in October 2021.

If you would like more details, we can supply that.

Just drop us a line

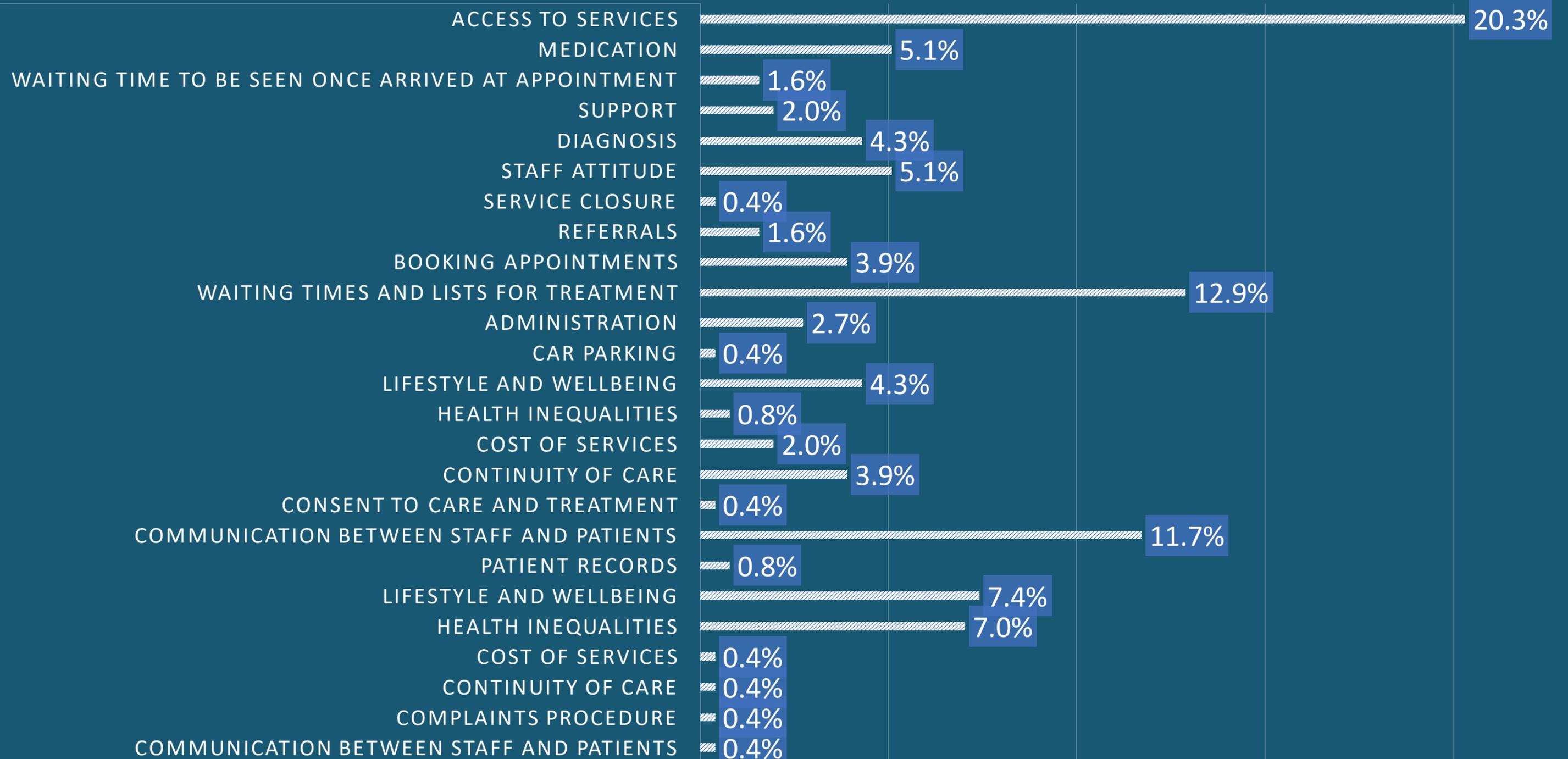
feedback@healthwatchkent.co.uk



What have we heard about this month?

HEALTHWATCH KENT CATEGORIES

2021
OCT



What have we heard?

Access to Services – 20.3 % of the feedback

ACCESS TO DENTISTS

- Nearly 50% of the stories we heard this month about access were related to NHS dentists.
- 24% of these callers told us they had looked into private dental treatment but couldn't afford it.

ACCESS TO GPs

- Many people told us about problems they'd been having with GP services. One person told us they had been unable to get their booster jab because they hadn't received an eligibility letter. We contacted the CCG, and they then prompted the GP practise.
- People reported difficulties with GP phone services and one person told us that they are unhappy with the triage service offered which prevented them from being able to speak to a doctor. Another person told us they had ended up in hospital because they had been unable to speak to their GP.

What have we heard?

Waiting Times and Lists For Treatment- 12.9 % of the feedback

- More than 50% of those who contacted us about waiting times and lists for treatment were telling us about difficulties with dentists and getting dental appointments.
- One person told us that they needed a dental check up before they could proceed with medical treatment for their osteoporosis. However, they were put on a waiting list and told the earliest appointment would be several months.
- We also heard from a family who are on several waiting lists to see a dentist but have been told that they can expect at least a two year wait.
- People have also told us that cancelled appointments have led to delays in receiving hospital treatment, causing them 'stress and anxiety'.

What have we heard?

Communication between staff and patients - 11.7% of the feedback

- One person told us they had mistakenly ended up in the wrong building for an appointment with a psychiatrist and despite attempting to find the correct building they missed their appointment and was given ‘attitude for missing an appointment I (*sic*) tried to get to’. They also told us that they had received a letter telling them they had missed a previous appointment despite never have receiving the initial appointment letter.
- We heard from someone who found out that their therapist had tested positive for covid but they weren't informed until 3 weeks later potentially putting their family at risk in the meantime.

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

What have we done with the feedback?

- When we heard from someone who was unable to start medical treatment for osteoporosis because they couldn't get a dentist appointment, we intervened. We contacted Medway Community Healthcare to see if we could find a solution. We secured them an immediate appointment and they are delighted to be able to start their new medication on time and won't be left at risk of developing complications with their condition.
- We heard that a practice in Gillingham had lost their doctor who specialised in macular eye injections. Patients reported that they were told to go private or contact the CCG. We raised the issue with the CCG who investigated. The surgery is now offering limited appointments to priority patients, while a new provider for these injections is arranged.
- We share all the feedback we hear with NHS and social care organisations. The recent Primary Care Commissioning meeting (which seeks to improve access to primary care for patients) gave special thanks for our insights which have helped inform their decision making.

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



We hear feedback via a range of routes including:

calls, texts and emails to our Helpline

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 1,801 people

"Thank you so much for your kindness and the information too. I really appreciated the time you have taken to find this out for me"
Caller to our Information & Signposting service

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