

# Healthwatch Kent Insights

September 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 September 2021.**

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

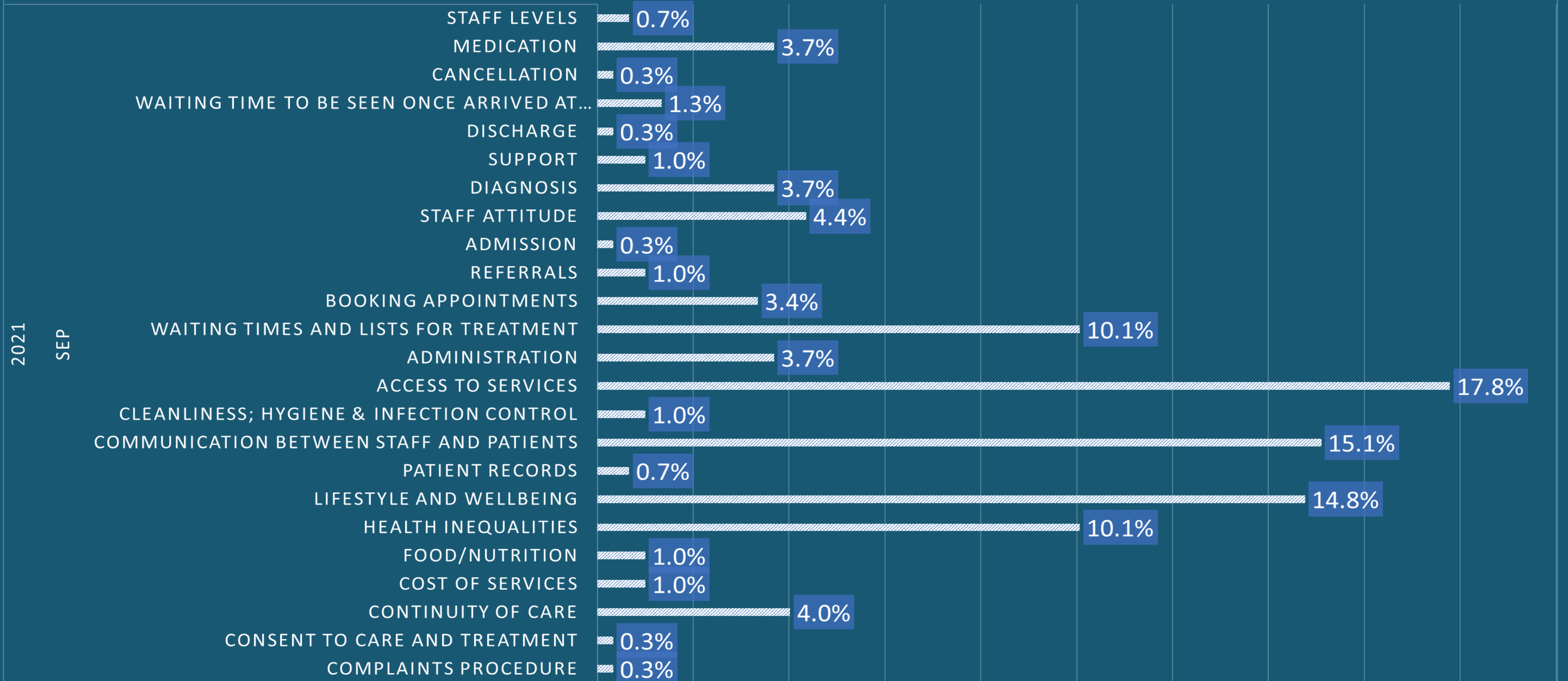
**Just drop us a line**

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



# What have we heard about this month?

## HEALTHWATCH KENT CATEGORIES



# What have we heard?

## Access to Services - 17.8% of the feedback

### DENTAL PROVISION

- Nearly 50% of the issues we have heard in this category are from people who are struggling to access NHS dental services.
- The majority are people who can't find a local dentist who are accepting new NHS clients, even if they need emergency dental care.
- More than one person has told us they couldn't get dental care despite having a severe infection.
- We've heard from individuals reporting that they are only being offered private dental treatment, which is not an option for them. With multiple individuals requiring urgent dental care but unable to get medical assistance due to dental practises not taking on NHS patients, people are reporting feeling 'stuck' and unsure of what to do.

### ACCESS TO GPs

- Lots about people have told us that they are unable to get through to their GP practice or speak to their doctor.
- Some people told us they waited for more than 2 hours in a queue when calling the GP practice and were still unable to get an appointment.
- We are also hearing about issues with GP telephone systems and people getting cut off by the system when they reach the top of the queue.
- People are reporting dissatisfaction with E-consult services, with one individual reporting that the service is only available for two hours each day.

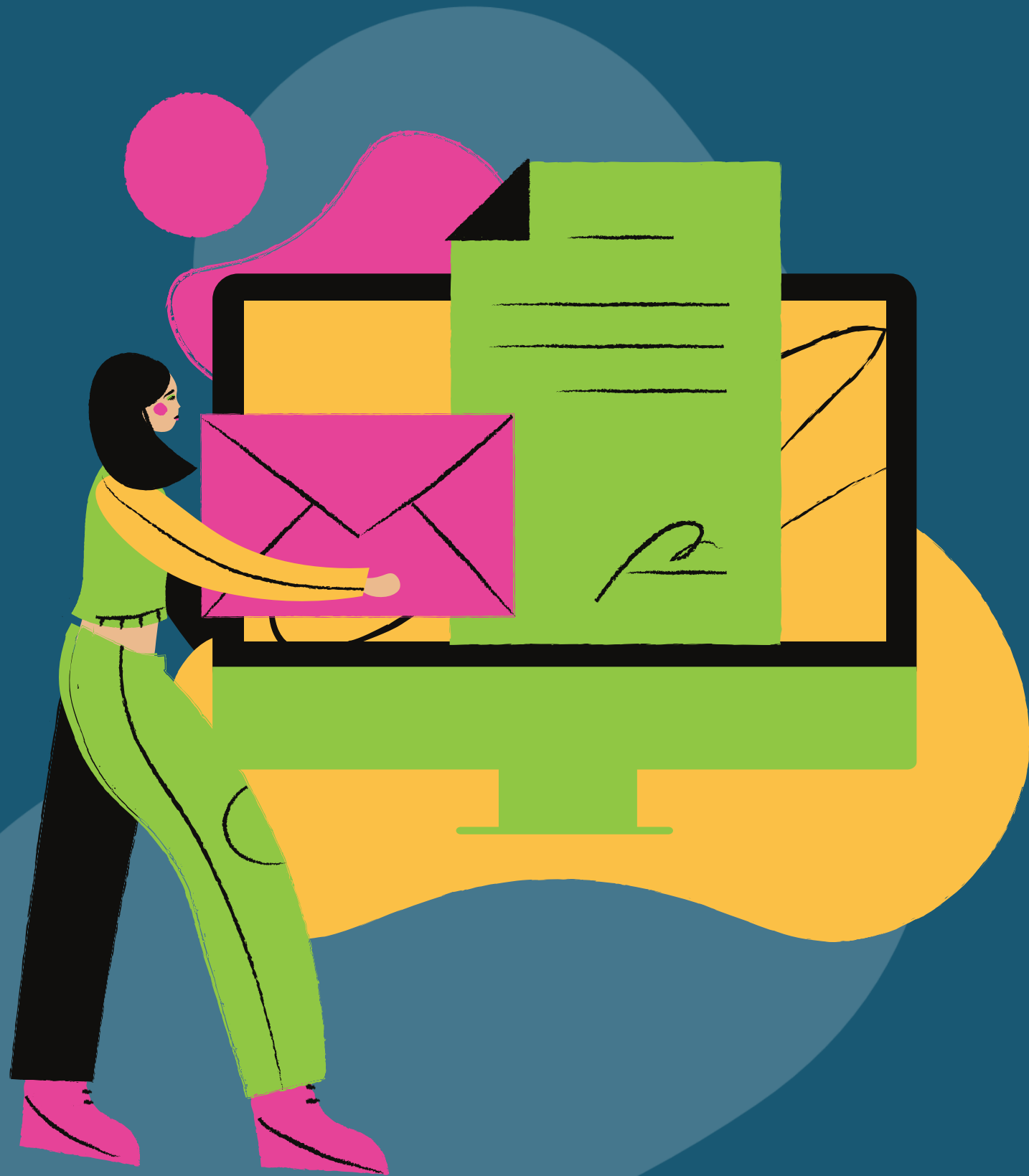
# What have we heard?

## Communication between staff and patients - 15.1% of the feedback

- There is a trend in the feedback about issues around correspondence. Two families have told us that care was stopped suddenly after the funding was withdrawn without enough time for discussion or appeal
- A number of people told us they were started on a medical pathway with no explanation as to why
- A relative told us their family member died of cancer, but they had never been told about a cancer diagnosis.
- A number of people told us they had been 'archived' by their dental practice without their knowledge and could now no longer book an appointment.



# 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 **SEVEN** cases. All of them have been responded to.

# What have we done with the feedback?

- All the feedback we've heard about the GP e-consult service has been shared directly with Kent & Medway Clinical Commissioning Group who commission GP services. They recognised that they need to explain to people what the e-consult service can offer and how it works. By being clearer, they hope people will know what the service can (and can't) offer, and hopefully lead to less confusion and disappointment. The CCG also answered many of your individual questions which we will share on our website very soon.
- We shared an individual story directly to the hospital. They were unhappy with a response to their complaint. They have since been able to meet and talk directly to the Chief Operating Officer about their experience.
- We heard from over 700 people about how they felt about wearing a mask when visiting NHS services. All the feedback was shared directly with NHS decision makers.

You can read more about what we did with your feedback in September [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 2,220 people**

**700 of these people shared their thoughts with us about wearing masks at NHS appointments**



# 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)

