

You Said, We Did - September 2021

Every month, we review the feedback that you have told us and discuss what we can 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 September as a result of your feedback. It also demonstrates what we’ve tried to achieve with your feedback.

Feedback from individual people

You Said

We heard lots of feedback about online e-consult services which GPs are using. People told us about an ineffective service which is contributing to delays in patients receiving appointments or correspondence from their GP.

Someone contacted us because they were unhappy with the response to their complaint from a hospital

We heard from someone who was told there were no Covid booster clinics local to them. He nearest was over 30 minutes away.

What We Did

We shared the feedback with Kent & Medway Clinical Commissioning Group who commission GP services. They felt the feedback highlighted a misunderstanding about what e-consult is designed for and how it should be used.

We shared their concerns directly with the hospital.

We raised this with the Kent and Medway vaccination team

What Happened

The CCG are creating new information which will explain how e-consult can be used most effectively by patients.

The hospital invited them to come and talk directly to their Chief Operating Officer.

They gave us the latest list of local walk-in vaccination centres as well as pharmacies which are currently offering vaccinations. This list is being updated every day.

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Feedback from working with other organisations

You Said

We heard two cases of young people struggling to access the right services and receive the care they needed

What We Did

One of our volunteers raised these cases with Kent & Medway Clinical Commissioning Group

What Happened

The experiences will be used to discuss what change can be implemented so that young people can receive the right care. These discussions will take place at the children's board for Medway and Swale.

Valuable contributions

The CCG asked us to find out how people felt about sticking to Covid rules within NHS buildings. We heard from over 700 people within a week and shared the feedback with Kent & Medway SQG

We shared feedback regarding Care at Home with the CQC Inspector for Adult Social Care to inform their inspection

We were asked to share information about the potential changes to Ruby Ward and the associated consultation. We reached 422 people through our Twitter, had 9 views through our newsletter and 59 views through our website.

An organisation we work with shared some experiences of parents and young people with autism who were struggling to access a covid-19 vaccine. They felt that their GP was not using their discretion to vaccinate their children despite having letters from other healthcare professionals which explained how beneficial the vaccine would be to those children. Despite the planned vaccine rollout for children in schools, we raised these issues with Kent & Medway Clinical Commissioning Group to influence any future vaccination plans.

Thank you