

You Said, We Did - April 2022

Every month, we review the feedback that you have told us and discuss what we can do with your feedback to make a difference. We call this ‘You Said, We Did’ - other people might call it the ‘so what factor’.

89 of you got in touch in April, to share your experience of Kent’s health & social care services. Many of those comments are positive stories about how services have helped and supported you. These stories are just as important to us as the not so good ones.

This report summarises the changes that we made in April as a result of your feedback. It also demonstrates what we’ve tried to achieve with your feedback.

We can use your story to make a difference too. Tell us your feedback [HERE](#)

Feedback from individual people

You Said

SeaFit reached out to us and asked whether we could find some health and social care partners to attend their event at the fishing harbour in Ramsgate this month

We heard from a carer in Kent who was not able to access carers funding due to having lived overseas for some years

What We Did

We attended the event and gathered feedback from fishermen about their health and social care needs

We acknowledged that this would be a national issue, so raised the feedback with Healthwatch England

What Happened

You can read our report [here](#)

Local feedback has been able to reach and inform the national picture of challenges faced by carers.

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Feedback from individual people

You Said

We regularly hear feedback about people's experiences when making a complaint.

What We Did

One of our volunteers completed a review of the complaints systems, for all websites at Kent Hospital Trusts

What Happened

We landed our findings with our key stakeholders at each trust and have made them aware of how their websites could be improved to make the complaints section more accessible and user friendly.

We have been able to inform a current review which the comms team at East Kent Hospitals are undertaking of their website and they have taken our comments on board.

Feedback from working with other organisations

You Said

We heard about several cases of people having issues with the discharge process at QEQM, through another organisation

What We Did

We raised this anonymised feedback with the discharge team at QEQM

What Happened

This has been used to inform their patient care discussions.

Someone from Kent Council got in touch to inform us of Ukrainian refugees across Kent struggling to register with GPs

We translated documents explaining the GP registration process into Ukrainian and shared these on our website.

Ukrainian refugees are now better informed about how to register with a GP most effectively and know what their rights are.

You Said, We Did - August 2022

Every day people contact us because they need information, or because they don't know where to get the answers they need. We try and help each and every one. Here are just a few of their comments:

“Thank you for taking the time to listen to me.”

“Thank you for calling and giving me suggestions.”