

You Said, We Did - August 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’.

83 of you got in touch in August, 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 August 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

We often hear feedback about mental health services, including the Children’s & Adolescent Mental Health service which is also known as CAMHS.

Many of you have been in touch about issues contacting your GP surgery. You told us that when you contact the receptionist, or raise an issue via the online eConsult service, that often don’t get a response from the GP, but instead from an alternative member of staff.

What We Did

We took all the feedback we’ve heard about CAMHS to the team who deliver that service.

We shared your concerns with the primary care team at Kent and Medway Integrated Care Board.

What Happened

The team took the feedback that you gave us and spoke directly to the individual clinics across Kent to seek answers to our concerns.

As a result, they have added more information to their website about the staff roles within Primary Care Hubs and given more detail about the type of staff who are able to support you.

We have also shared this information on our own website and social media. <https://www.kentandmedway.icb.nhs.uk/your-health/local-services/general-practice-services/your-gp-practice-team>

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Feedback from individual people

You Said

We heard from an elderly lady who needed a housing review because her health conditions were getting worse.

She had tried to access support but kept being directed to another person and couldn't resolve the situation alone.

What We Did

We contacted Swale Council to raise our concerns. We asked that her situation was reviewed

What Happened

As a result, the Council has visited her at home and completed a housing review.

During our conversations she told us she was lonely, so we helped her to contact a befriending service who could offer her support.

Feedback from working with other organisations

You Said

Over the past few years, we have heard a constant stream of people being unable to access an NHS dentist.

What We Did

We have continuously raised these issues both locally and nationally.

The feedback has contributed to national policy changes including the NHS England and Healthwatch England research studies such as [Policy Exchange report](#).

What Happened

Liz Truss has acknowledged that NHS Dentistry is a huge challenge which she will address as our new Prime Minister.

We heard about homeless people having difficulty registering with a GP. We also received complaints that some GPs displayed incorrect information about registration policies on their website.

We shared these concerns with the primary care contracting team at Kent and Medway Integrated Care Board

Thanks to your feedback, they have raised the issue with the individual practices who have since corrected the information on their websites.

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Valuable contributions

We linked Kent County Council's homeless worker with the primary care contracting lead at the Kent and Medway ICB to enable discussions around access to GP services for homeless patients

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A London Healthwatch asked for our guidance on how best to capture outcomes and evidence influence. The information we shared proved very helpful.

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We linked Age UK Tunbridge Wells with the Tunbridge Wells Senior Forum.

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We shared our PPG framework with NHS Kent and Medway. Our framework has already been used to support PPGs in Swale and will now be used to support groups across Kent & Medway.

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We encouraged the public to share their thoughts about the virtual wards through our website and social media. The wards are being arranged by Kent Community Health Foundation Trust.

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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 so much for your help. I have resolved the issue with your help, so I no longer need to make a formal complaint. "

"Thank you for listening to me. "

"You are fab, thank you "

"Thank you for listening and logging my feedback"

"This is great, thank you so much for your help."