

You Said, We Did - December 2021

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'.

187 of you got in touch in December (79) and January (109), 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 positive stories are just as important to us as the not so good ones.

This report summarises the changes that we made in December and January 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 spoke to someone who was struggling to cope following a bereavement.

What We Did

We made sure they knew about the bereavement support that was available local to them.

What Happened

They were grateful for information and thanked us for our support.

Feedback from working with other organisations

You Said

Every month we review the feedback we have received and look for any themes and trends. We saw that 11 people had contacted us to talk about issues with the eConsult service.

What We Did

We shared your feedback directly with GPs and their Practice Managers, plus the Clinical Commissioning Group (who commission GP services in Kent) and asked for their thoughts.

What Happened

We got answers to all the questions we heard and have shared them on our website. Read it [here](#)

The CCG have recognised that they need to explain to people what the eConsult service can offer, and how it works. We hope that by being clearer about what the service can and can't do with lead to less confusion and disappointment.

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You Said

Four years ago, we visited all three hospitals in East Kent alongside someone who had learning difficulties. We went to main reception and Outpatients to see for ourselves how a patient would be supported to attend their appointment.

What We Did

We published a report detailing our findings along with formal recommendations about the changes we expected to see.

What Happened

We've been working with East Kent Hospitals ever since, continuing to encourage them to make the necessary changes. This month, East Kent Hospitals published a report which evidences the changes that have been made to meet some of our recommendations.

Valuable contributions

We heard from two people who were concerned that their vaccine status was not showing correctly on the NHS app as this meant they might not be able to travel and visit family members. We raised these concerns with the Kent and Medway Covid Vaccination Team, and at the Kent and Medway Surveillance Quality Group.

We picked up on a system fault, where people living in Medway or the Isle of Sheppey are being referred to Southend for their vaccination appointment, despite this not being any of the nearest vaccination sites available. We flagged this issue with the Kent and Medway Covid Vaccination Team and raised it as a theme with the CCG.

We met with the Director of Strategy for MTW, to discuss their cardiology review. We told them that some of their wording in their public documents was not public friendly and they agreed to change it.

97% of our callers say we have really helped them.

“Thank you for your help and for listening to me”

“Thank you so much for listening. Finding someone willing to listen is hard enough”

“I now feel I have several avenues to explore”

“I was just so worried, but talking to you has helped”

Between December and January, three organisations came to us to hear feedback about peoples' experience of being discharged from hospital.

We shared all the stories we have heard over the past year about being discharged from hospital with the CCG to inform and influence their work.

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We shared feedback from the public along with information we had about the work that KCC and the CCG are doing around discharge with Darent Valley Hospital. These insights and information will inform their own work on discharge services.

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We shared stories from people who have been discharged from hospital in the last six months, including feedback from their carers, with the Centre for Health Services Studies.

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Thank you