

You Said, We Did - February 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'.

102 of you got in touch in February, 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 February 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 heard about a lady who was homeless, pregnant and in need of dental treatment.

What We Did

We helped them to contact the Kent Dental Helpline

What Happened

They have now seen a dentist and got the treatment that they need.

Feedback from working with other organisations

You Said

Kent County Council are currently reviewing the support they offer to Carers. We wanted to ensure as many carers, and people who work with carers, had a chance to hear about the possible changes and share their views.

What We Did

We met with the Director of Adult Social Care to discuss the Kent Carers Strategy. We invited carers and carer organisations to share their questions with us.

What Happened

We got answers to all your questions and shared them on our website so everyone could benefit. Listen to the interview [here](#)

Our interview has been shared with 4,000 Kent County Council staff as well as being shared on our own social media channels.

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Valuable contributions

Evidencing our outcomes is key to us which is why we have a dedicated post to doing just that. We've been training other Healthwatches around the country on how to follow suit, offering to talk through our learnings about Theory of Change and Social Return on Investment analysis. Most recently we've given the job description for our Outcomes Officer with Healthwatch England and shared our advice and insights about our outcomes and how we evidence them.

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We've been proactively sharing the public consultation about vascular services to ensure as many people as possible are aware of it and have the opportunity to share their thoughts. As well as publishing it on our website, and circulating it via our newsletters and in regular social media posts, we've also sent it directly to particular community groups such as the Trans and Non Binary Forum.

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We were interviewed on both BBC Radio Kent and Radio Ashford about the work we have done to make it easier for people with learning difficulties to attend a hospital appointment in East Kent. We encouraged voluntary groups such as HiKent and Kent Association for the Blind to also approach Radio Kent to talk about the issue. HiKent took us up on the opportunity.

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

“You really listened to me and took the time to support me, thank you.”

“Thank you very much. The information you gave me about the Kent Forums was really helpful”

“You actively listened and made me feel respected and valued.”