

## You Said, We Did - June 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’.

**75** of you got in touch in **June**, 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 June 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 from someone whose daughter had been struggling to get the right mental health support. They wanted a review of their daughter’s care plan

#### What We Did

We raised their concerns with the Community Mental Health Team.

#### What Happened

They invited the family to come and discuss the issues. They have also been offered support as carers for their daughter.

#### You Said

Jane came to us because she was not happy with the response to her complaint with NELFT. She was unable to get a response from NELFT because her complaint had officially been closed.

#### What We Did

We got in touch with the complaints team at NELFT to unblock the issue.

#### What Happened

Jane has been invited to chat about her concerns about her complaint.

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### Feedback from individual people

#### You Said

We heard about the impact Long Covid is having on young people.

#### What We Did

Our volunteers raised the issues at a Kent and Medway Listens event. They suggested that schools introduce more support for pupils who are suffering the effects of Long Covid.

#### What Happened

Kent County Council are exploring the idea and gathering evidence about the impact of Long Covid on young people's mental health.

### Feedback from working with other organisations

#### You Said

Other Healthwatches came to us because they wanted to replicate the way we evidence the impact of the changes we are making.

#### What We Did

We trained other Healthwatches about the Theory of Change to enable them to analyse and evidence the impact of their work.

#### What Happened

Other Healthwatches are now also able to use Theory of Change to help them plan and evidence their work.

An AGE UK befriender told us about an issue one of their clients was having with the hospital.

We gave them the details of the hospital Patient Advice & Liaison service so they could get the answers that they needed.

They were grateful for our call and pleased that they now knew who to talk to.

## **You Said, We Did - June 2022**

### **Valuable contributions**

We reviewed 4 NHS Quality Accounts on behalf of East Kent Hospitals, Darent Valley Hospital, Maidstone & Tunbridge Wells NHS Trust and Kent Community Trust. We provided formal comments for them to include in their final report.

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Two of our volunteers reviewed and commented on the draft specification for community dermatology services across Kent and Medway.

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We shared our PPG framework, which offers guidance about how to set up and develop a successful Patient Participation Group, with groups across Kent & Medway.

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After speaking to the Local Pharmaceutical Committee about the need for more patient education around what pharmacies offer, we have raised the issue with the Integrated Care Board to influence changes to GP websites.

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We shared feedback with KMPT to help strengthen their GDPR policies and practices.

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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 for listening "**

**"Thank you for helping me"**

**"Thank you for this information"**

**"Thank you, I feel much better now, I don't feel on my own"**