

You Said, We Did - November 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’.

90 of you got in touch in November 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

This report summarises the changes that we made in November 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 helped a lady to get registered with a GP. She contacted us because she had been told by the surgery that they needed to write to the Clinical Commissioning Group to register.

Someone who had recently come to the UK from overseas with their family contacted us because they were having trouble registering with a GP.

They had spoken to several GP surgeries who all said that they were full and weren’t taking new patients.

What We Did

We spoke to the CCG to confirm that the surgery’s list was open and then spoke to the practice manager at the surgery.

We spoke to the CCG who offered to speak to the family directly and help them.

What Happened

The practice manager was very apologetic. They have promised us that all staff will understand how patients can register. The lady is now fully registered with a GP.

All the family are now registered with a local GP and receiving care.

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You Said

A family called to talk to us about their sister's experience at a mental health hospital.

What We Did

We shared their concerns directly with the Chief Operating Officer at the mental health Trust which is known as KMPT.

What Happened

As a result, the family have met directly with the Chief Operating Officer to discuss their concerns about her care. They have been able to secure some follow up care for their sister and have another meeting in place to discuss the case with the clinical leads at the hospital. The hospital team have committed to taking learning from this case and improving things for future patients.

Feedback from working with other organisations

You Said

We are involved in conversations about pharmacy provision across Kent. Before the group make any decisions, they need to hear peoples' thoughts about p about

Kent County Council came to us for help to encourage more people to get involved and share their thoughts.

What We Did

We translated the information into engaging, easy to understand information which we then shared on our website and promoted in our newsletters and social media.

What Happened

7 people shared the information on Facebook and 53 people read the article on our website spending an average of nearly 3 minutes on the page. Given the length of time they spent reading it, we are confident that they then went on to complete the survey.

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Valuable contributions

Here are a few of the individual comments that we've heard this month.

“Thank you for your letter. I want to say thank you very much to you and your department for all the help. I hope you get back to me so I can thank you personally. Thanks once again.”

“Thanks so much for your email, it is very helpful... Thank you so much for your response, advice and support.”



Thank you