

You Said, We Did - October 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’.

106 of you got in touch in October 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 October 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

A family contacted us because they didn’t feel they had the right support when their partner was discharged from hospital following a stroke.

Someone with osteoporosis contacted us because they needed a dentist appointment before they could start medical treatment. They had been told no appointments were available.

What We Did

We shared the story directly with the hospital.

We contacted Medway Community Healthcare to see if we could find a solution. We filled out the referral form on their behalf.

What Happened

The stroke team is now dealing directly with the family to make sure they get the right care and support.

We secured them an immediate appointment and they are delighted to be able to start their new medication on time and won’t be left at risk of developing complications with their condition.

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Feedback from working with other organisations

You Said

We heard that a practice in Gillingham had lost their doctor specialising in macular eye injections. Patients have been told to go private or contact the CCG.

What We Did

We raised the issue with the Clinical Commissioning Group who investigated.

What Happened

The surgery is now offering limited appointments to priority patients, while a new provider for these injections is arranged.

Valuable contributions

We helped NHSE/I to develop their list of stakeholders who they needed to contact about their vascular public consultation

We shared tips and techniques with East Kent Place to help them reach different communities as part of their population health work

We attended the Swale Systems Mapping Workshop, to support KCC's whole system approach to a Healthy Kent project and shared insights about what contributes to obesity issues within Kent and the Swale area.

We shared SROI resources with East Kent population health team, and provided insight on how to develop social value analysis for their project plan

The CCG asked if we could provide support and guidance to PPG group at the Limes practice in Thanet. They have since asked if can support the development of PPG's across Kent and strengthen the relationships between practices.

Our contributions were recognised at the Primary Care Commissioning meeting this month. The public feedback that we provide has helped them to make informed decisions.

Thank you