

You Said, We Did - September and October 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’.

83 of you got in touch in September and 112 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 ones.

This report summarises the changes that we made in September and 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

We heard about someone having difficulty getting a BSL interpreter for their GP appointment .

Someone told us that when they call their GP’s phonenumber, there is a message saying no appointments are available, but have been told by staff at the practice to ignore the message

What We Did

We raised the feedback with the primary care contracting manager at Kent and Medway Integrated Care Board

We shared this feedback with the primary care team at the Kent and Medway Integrated Care Board

What Happened

They reassured us that the practice should offer BSL interpreting without any barriers and that they would check-in with the practice team to ensure all staff are aware of the process for providing people with interpreters

The practice have been contacted and the phone line message has now been updated. This has been tested and we can confirm it is working

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Feedback from working with other organisations

You Said

In conversations with Diversity House, an organisation based in Medway and Swale, we heard about various health inequalities Swale residents were facing when accessing healthcare

What We Did

We did some engagement to get further insight around some of the issues raised by Diversity House, and produced a collaborative report which analysed some of these inequalities.

What Happened

We presented this report and our findings to the Kent and Medway population health management team, and our recommendations for change have been received by the group.

Valuable contributions

We shared some of our feedback with the evidence and insight team at East Sussex Community Voice

We met with another local Healthwatch to share learnings from starting our Outcomes team, how we best capture outcomes and what we avoid doing. We also shared the job description for our outcomes officer to help with their recruitment.

Our volunteers gave their perspective on how useful the SECamb clinical governance advisory meetings are and suggested some improvements which contributed to a re-structuring of the meeting

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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 your help and thank you for taking an interest in what I'm saying, I don't want this to happen to anyone else, thank you very much.. "

"Thank you for listening, I know it's your job, but most people are fed up of me talking about my dentures, so it has been nice to be able to explain the issues. "

"Thank you so much for your time. It was lovely speaking to you. Thank you. "

"Thank you for the information, very comprehensive "

"Thank you for your rapid and thorough reply! I'll follow up the steps you've outlined. ."

"Just needed someone to talk it all through with and point the right way"

