**You Said, We Did - April 2019/June 2019**

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| You said | What we did | What Happened? |
| During a visit to a rural community with the Coffee Caravan, we spoke to a Carer who was travelling long distances to access hydrotherapy facilities for their partner who has MS.  | We shared the story with the Patient Experience Committee at Darent Valley Hospital as well as the local CCG. The Hospital offer hydrotherapy much close to their home. We encouraged the Carer to go back to their GP and ask fora referral to Darent Valley Hospital.  | The patient and their carer are now happily using hydrotherapy facilities at Darent Valley Hospital and not travelling to Canterbury for treatment. |
| When we gathered feedback from over 300 people about the CAMHS service. A key issue was the time it takes from the point of referral to attending an assessment appointment. People were waiting too long for this process.Young people, their parents and referring professionals told us that they weren’t given clear information about what they can expect from a the CAMHS service.People told us they wanted to be ‘kept better informed better’ and have clear next steps.They wanted more information about alternative support services.People talked to us about difficult relationship with CAMHS staff.Families and professionals wanted more information on keeping young people safe.We heard from a clear group of people asking for a standalone Kent eating disorders services accessed via GP.We heard a consistent level of concern from young people, parents, Carers and professionals about the transition to adult mental health services. People reported finding it ‘slow’, ‘unstructured’, ‘challenging’ and ‘fearful’. | We met with the new provider, North East London Foundation Trust (NELFT) to understand what progress had been made since we our recommendations in 2016 . All our recommendations had been incorporated directly into the contract specification.  | They told us that they have plans in place to monitor the time from a person’s assessment to their treatment so they can manage and support the patient who is waiting.NELFT told us that theirSingle Point of Access offers telephone advice and guidance. They told us that:* Individual care plans are completed and issued by clinicians
* Online counselling is now available
* People can access 24 hour access to online information and support via Big White Wall.
* There is a crisis line manned by clinicians overnight
* Information is also being sent out about services local to the young person.

Customer service training for admin staff has been implemented. Work is ongoing around effective sharing of Care Plans with children, young people and families.Currently NELFT run “psychoeducation” days, with the idea of informing and educating parents/carers of diagnosed young people with how best to manage home and school life. NELFT can also refer into the Mind and Body service, run by Addaction, which helps young people explore and better manage the thoughts and actions associated with self-harm. NELFT have also supported educational psychologists and the wider network with some training around this.A countywide all age eating disorder service is now in place, based in Maidstone but offers local clinics.There is now a national target on transition to adult services which the Trust must achieve. They recognise the need to prepare people 6-12 months before transition and are working with the adult mental health team, to try and make those transitions as smooth as possible. Those who have Special Educational Needs or those in the care of the Local Authority can remain in the service until they are 25 years old. |
| Out of County Beds project report.At the time of our report, many patients were being treated for mental health conditions outside of Kent. Our report, together with the work of many people in the mental health community, raised the issues faced by these patients and their families and ensured professionals focused on the issue and sought a resolution.  | Our volunteers including a partially sighted volunteer from KAB told us about their experience and we made a number of recommendations 1. All staff should receive training about the Accessible Information Standard.
2. Communication aids must be provided for all patients who have a sight or hearing impairment and staff should know how to use them.
3. The Trust should conduct an audit of its Accessible Information Standard across both Hospitals to ensure it is compliant with its legal responsibilities.
4. Information on patient letters should be reviewed and colour coding explored, to help patients find their way to their appointment.
5. Patients should be encouraged to ask reception for support if they need it, especially if they are attending an appointment on their own.
6. An audit of posters and banners within the hospital should be completed to ensure more are of an appropriate size.
7. Signage from the bus stops to the main reception entrance at Maidstone hospital should be improved.
 | A focus on Accessible Information was launched to all staff with a focused month of activities to raise the profile with staff.28 staff champions were identified to raise the profile and understanding of AIS in their work areas. They have been working in all areas of the hospitals to increase the understanding amongst staff and improve the support that is given to patients. These champions have recently got together to review their achievements and agree new priorities.All staff champions have received sighted training.A programme of training is being rolled out across the Trust which includes two hospitals. The programme included training on hearing impairment, learning disabilities and sight. An audit of hearing loops has been completed across both hospitals.Additional equipment is being sourced for patients.Training for staff on how to use hearing loops is being rolled out.Audits have been completed in A&E, Oncology, radiology, Outpatients, main reception and the Stroke unit with further audits planned.AIS is now included as standard as part of internal assurance visits which take place regularly across the hospitals.Patient letters have been improved to include additional information for patients who may have additional needs. Letters now include the first sentence in large font and easy read format to ensure people who need information in different format know how to request one. All appointment letters are now available in large print. Healthwatch have offered to support further improvements in patient letters.Reception staff have received sight training. Lead reception staff are now also AIS champions.Volunteer Wayfinders have also been offered training to support patients who may be partially sighted.The hospital has agreed a standard poster with other Kent hospitals which should be clearer for patients.Bushes which were obstructing the main sign have been cut down. |
| We heard concerns about the Kent & Medway wheelchair service which is provided by Millbrook. We heard about people waiting a long time to get a wheelchair and then challenges for people who needed their chairs repaired or replaced. | Together with the Kent Physical Disability Forum, we raised these concerns with the provider, commissioner and the Quality Surveillance Group. We then escalated our joint concerns to the Kent Health Overview and Scrutiny Committee (HOSC) who tabled a discussion to scrutinise the service at the next available meeting. | There is still a long way to go but so far:Over £500,000 of additional funding has been invested to reduce the number of people waiting for assessments.Waiting times have reduced.Saturday clinics have been introduced to reduce waiting times and offer more flexibility for people.Peoples’ feedback is being actively gathered, listened to and acted upon.Wheelchair users are now working directly with the service.A new Service Improvement Board has been created to review progress and delivery of the Improvement Plan. This Board involves service users.More clinical and support staff have been recruited.Several public events have been hosted to meet service users face to face and gather feedback.A new website dedicated to the Kent & Medway Wheelchair service has been created to make it easier for local people to see local information.Commissioners and decision makers are now aware of all the issues and able to tackle them. The spotlight remains on the service to ensure progress continues.Millbrook have developed their communication and engagement plan |
| In February 2017 we heard from pharmacists and members of the public about recent changes to repeat prescriptions in South Kent Coast. We heard about confusion from staff and patients and people who didn’t get their medication in time. | Everything we heard was detailed in a report which is available on our website. | This report has been used and the findings considered as part of Swale CCG’s process of adopting the same system as South Kent Coast had. We will consider following up in several months time to see what people think of the change.  |