

## You Said, We Did - April 2018/June 2018

You said	What we did	What Happened?
<p>We gathered together organisations that had already signed the Time to change pledge to review progress and also invited some organisations who hadn't to try and understand what the barriers were.</p>	<p>We facilitated a morning of discussions.</p>	<p>Since the event West Kent CCG have signed up to the pledge.</p>
<p>We gathered feedback about EKHUFT outpatients.</p> <ul style="list-style-type: none"> <li>• Some people had been told they would receive an appointment in a certain time and this didn't materialise.</li> <li>• Some had a number to ring for enquiries which they had been able to use to chase their appointment, those with details of consultant secretaries found this easier to do. There were a small number of patients who told us they didn't know who to contact to chase up their appointment.</li> </ul>	<p>The Trust were proactive in asking what people had told us some of the issues were.</p>	<p>This was similar to what the Trust was hearing and was used in a review of appointment follow ups.</p>
<p>Out of County Beds project report.</p> <p>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.</p>		<p>Since then, there have been no Kent residents who have been placed outside of Kent for mental health treatment unless they have requested to do so. The Clinical Commissioning Groups and the mental health Trust have been working hard to ensure this remains the case and regularly review the situation. Healthwatch continues to get regular updates too.</p>

<p><b>Repeat Prescriptions project report</b></p> <p>The purpose of our report was to share the experiences of patients and professionals following the changes to repeat prescriptions in South Kent Coast. In addition, we wanted to highlight the importance of involving and communicating with patients and professionals about any changes to services, not just pharmacy services.</p>		<p>Our report has been shared directly with commissioners who have been considering similar changes to prescriptions both in Kent and further afield. We hope that by raising these issues, it has informed their own thinking and encouraged them to involve patients in their own plans and decision making. We will continue to encourage organisations to involve patients at every stage of a service change.</p>
<p>We had previously shared a case with MTW about a patient with Parkinson not receiving appropriate care and staff not understand their needs.</p>	<p>Continued communication with the Trust about this case.</p>	<p>As well as additional training for staff taking place and direct contact from this lady's Parkinson nurse, they also attended a board meeting to talk about their experience. This started a broader conversation about the Trusts patient experience strategy which we have and will continue to input into.</p>
<p>During a visit to MTW the patient transport staff had to take a short break. During this time there was no cover and four enquiries were missed whilst the desk wasn't manned.</p>	<p>Raised with the Trust</p>	<p>Established an answerphone message for when staff are on breaks.</p>

## Influence:

- We shared our GP closure guide with all Kent CCGs.
- 3 GP practices have directly come to us asking for guidance about closing a site, merging.
- We have had conversations with the CQC and shared intelligence which have helped shape their inspections to a number of providers.
- We linked the CQC with Healthwatch Medway.
- We encouraged Thanet CCG to listen to the concerns of the Kent Physical Disability Forum about the Kent and Medway wheelchair service.
- The Kent Physical Disability Forum has been asked to feed into national disability policy by the All Party Parliamentary Group for Disability.

- We shared our 6 monthly themed intelligence for September 2017- march 2017 with Dartford and Gravesham NHS Trust, East Kent Hospitals and Maidstone and Tunbridge Wells.
- We shared feedback about KCHFT, KMPT, GPs and Care Home with all CCGs.
- Hi Kent shared with feedback from their clients about audiology services in Medway. We wrote to the medical director at MFT and also shared the intelligence with Healthwatch Medway.
- We received some feedback from the Mental health action groups around IAPT and the number of sessions people were receiving. We didn't feel we had enough to confidently say there was an issue, so we have produced a report summarising what we heard and asking for more feedback.