

## You Said, We Did - July 2018/September 2018

You said	What we did	What Happened?
<p>At one of our hospital engagement visits to DVH we gathered a lot of feedback about chairs being uncomfortable for people.</p>	<p>Shared with the trust.</p>	<p>Fundraising confirmed that new chairs had been purchased for Poplar Urology.</p>
<p>We raised an experience that we received from a member of the public about staff attitude at Audiology at Medway Foundation Trust.</p>	<p>We raised with the head of audiology.</p>	<p>Trust looked into it and made staff aware of the issues expressed.</p>
<p>A member of a local mental health action group told us that the buzzer to the entrance of Laurel house wasn't working and they were left outside until someone came across them.</p>	<p>We shared with staff at Laurel House.</p>	<p>The buzzer is now checked every day.</p>
<p>We gathered service users and staff from providers to share their insight into neurological services in the county.</p> <p>A member of this group wanted to be more involved in improving continence supplies.</p>	<p>We liaised with KCHFT who have a continence forum.</p>	<p>This person will now attend this forum to share their thoughts and be involved in discussions.</p>
<p>We received feedback from mental health action groups about the number of IAPT sessions being limited.</p>	<p>We asked for individuals to share their experience with us so we collect evidence to what we were hearing anecdotally.</p>	<p>We shared the experiences with commissioners but didn't feel we had enough evidence to be confident there was a problem. So we put out an additional request for people to tell us their experience of IAPT services.</p>
<p>We heard your experiences of your GP surgery closing or merging, especially around the communication you received and the importance of an opportunity to have your say.</p>	<p>We created our guidance document that we expect practices/CCGs to follow.</p>	<p>In this period 3 we have shared it with 3 surgeries.</p>
<p>Sharing what we routinely hear.</p>	<p>We shared the feedback we heard with the Care Quality Commission.</p>	<p>This has influenced their inspections of several providers.</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.