

You Said, We Did - August 2020/November 2020

You Said

We heard that **pharmacies** were not delivering **prescriptions** due to covid safety measures, meaning people could not access their medication

We were told that there was a shortage of Metformin across **pharmacies** in Ashford, making it difficult for people to access their **prescriptions**

We heard lots of cases where people were unable to download the Covid19 **Track & Trace app** due to not having a new enough smartphone, or a compatible smartphone

Lots of people told us they were confused about when they should get a **covid test** and what to do if they were in contact with someone that has tested positive for covid

We found that the **noticeboard** in Tunbridge Wells Hospital's main receptions was **confusing** and hard to read as there was too much information

What We Did

We contacted the Local Pharmaceutical Committee with this feedback, to gain clarification around the current policy regarding pharmacy deliveries

We contacted the Local Pharmaceutical Committee to share this information

We triangulated this feedback with Healthwatch England, who are monitoring all covid related issues and regularly reporting on them

We created a story on our website which summarised all of the guidance around covid symptoms, isolating and testing

We fed this information back to the hospital

What Happened

The Local Pharmaceutical Committee explained the current policy, so we can now respond to this feedback with clarification and signpost people in the right direction

The Local Pharmaceutical Committee have looked into this and confirmed there are no longer any problems with accessing Metformin

The team at Healthwatch England took our feedback on board and incorporated it into their reports, to build a national picture of the issues people are facing regarding covid19

794 people viewed the web article in six days, meaning more people are now aware of the guidance around these areas, thanks to the information we shared

They took your feedback on board and improvements have been made to posters displayed on the noticeboard

You Said, We Did - August 2020/November 2020

You Said

We heard from patients who are **partially sighted** about the challenges they were facing when visiting Maidstone Hospital, such as not having communication aids in place when they arrived for their appointment

We heard from 101 **community pharmacies** across Kent and Medway about the problems they faced during the first wave of the pandemic

Maidstone and Tunbridge Wells Hospitals Trust (MTW) contacted us asking for our thoughts on their long-term **Dementia** strategy

We gathered feedback from volunteers and staff who live in the Folkestone area and contacts on both the district and town council for Folkestone, regarding an application for consolidation of Mistvale Pharmacy and Bestway National Chemists, in Folkestone

What We Did

We created a report focusing on these issues around access to communication aids and presented our findings to the hospital

We produced a detailed report with all the feedback, which we were invited to present on BBC Radio Kent, BBC South East as well as at the Kent Health Overview and Scrutiny Committee in November

We asked some of our volunteers to share feedback on the strategy

We presented our comments regarding the application to NHS PCC, requesting that Mistvale pharmacy is developed further to ensure there is no detriment to the quality of service provided by this pharmacy

What Happened

Maidstone hospital has made improvements to patient appointment letters, staff have been trained around the Accessible Information Standard and have said they will continue towards achieving a high level of this standard throughout the hospital

Our report was well received and HOSC asked that we conduct a follow up report next year. These actions helped to raise public awareness of the effort's pharmacies made to support communities during the first wave of the pandemic

MTW Hospital Trust is taking this input on board, whilst designing their long-term strategy. This allows patient experience and patients' needs to be considered in decision making

NHS England considered comments from various parties, including ourselves, and granted the application for consolidation