

**You Said, We Did - June 2021**

Every month, we review the feedback that you have told us and discuss what we can with your feedback to make a difference. We call this ‘You Said, We Did’ - other people might call it the ‘so what factor’.

During the Covid pandemic, we’ve heard from hundreds of people all over Kent about how they are coping and the challenges they are facing. We’ve also heard loads of positive stories about health and social care services adapting and going the extra mile to support people during their time of need.

This report summarises the changes that we’ve been able to make in June 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. [Get in touch here](#)**

**Feedback from individual people**

**You Said**

We heard from someone who was uncomfortable with the lack of privacy at a vaccination centre. They would like the option of a screened-off area.

Our Helpline spoke to someone who had recently moved and was unable to book a their Covid vaccine.

**What We Did**

Kent Community Trust who are delivering the vaccination programme across Kent are currently doing an assessment of vaccination centres so this feedback was very timely.

We advised them how to register with a GP and how to get their NHS number in order to book a vaccine. However they got back in touch to let us know that even with an NHS number they were still unable to book.

We contacted the Kent Covid Helpline who offered to help them directly.

**What Happened**

They told us that privacy and dignity was a big factor in their discussions about how to improve patient experience in their vaccination centres. They told us that would take this feedback on board.

Thanks to our intervention they are now correctly registered with a GP and have secured their Covid vaccine. The issue was caused because the GP surgery had the wrong contact details for the patient

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**Formal recommendations from our reports**

**You Said**

Last year we published a report detailing the feedback from over 200 Care Homes in Kent. One of the key things we heard was that Homes were in need of training to be able to deal with the pandemic. We explored this in more detail, talking directly to homes about their needs. They told us that training to ensure staff could correctly verify death was a clear area of need across Kent.

Last year we published a report detailing feedback from 100 community pharmacists. They told us what life had been like during the first lockdown.

**What We Did**

We shared our findings with the West Kent Local Care Delivery Board. They helped us to identify suitable training via local hospices.

We approached Heart of Kent Hospice and have given all the care homes details of the training that they offer around verifying deaths.

We made a number of recommendations that we wanted the health and social care system to consider to ensure the right support was available for pharmacists ahead of any future lockdowns. As we emerged from the second lockdown we spoke again to 40 community pharmacists to understand if their situation had improved. We have published a second report detailing that feedback.

We presented this update to the Kent Health Overview & Scrutiny Committee alongside Shilpa Shah CEO of the Kent and Medway Local Pharmacy Committee.

**What Happened**

Thanks to our intervention, Care Home Managers can now arrange training for their staff. They also have further details about additional training.

The committee thanked us for our work to give pharmacists a voice. Thanks to us, their voice has been heard by both the public, the committee and key stakeholders in health and social care.

We have identified further areas where we will work with key stakeholders and decision makers to improve people's experience of working in community pharmacies.

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**Feedback from working with other organisations**

**You Said**

A medical/legal doctor supporting people within Napier Barracks got in touch to raise their concerns about the lack of healthcare within Napier Barracks. They were particularly worried Covid vaccinations, information around NHS services, translators and mental health support.

**What We Did**

We sought reassurance that vaccinations were now happening for people living at Napier.  
  
We also gave them contact details of key people to raise their concerns directly.

**What Happened**

The doctor got back in touch with us to let us know that they are now hearing some positive stories about people within the Napier community receiving their vaccines.

**Thank you**