

You Said, We Did - November 2022

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

83 of you got in touch in November to share your experience of Kent’s health & social care services. Many of those comments are positive stories about how services have helped and supported you. These stories are just as important to us as the not so good ones.

This report summarises the changes that we made in November 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. Tell us your feedback [HERE](#)

Feedback from individual people

You Said

We received an enquiry about people registering a new address with the NHS. They changed their address with their GP but found this had not been transferred to their local hospital and could not seem to find information on how to do this

We heard from someone trying to order gluten-free flour mixes from their GP, as they relied on these to cook a lot of their food. They told us there was a blockage in getting these prescribed and ordered

What We Did

We got in touch with Integrated Care Board colleagues to see what the process was here

We raised this with the ICB and found that the issue was an error on the ordering system. We asked that this was resolved.

What Happened

Kent and Medway ICB raised the issue with the NHS national service desk and were informed that GPs can access the NHS wide portal to update patient addresses. We have circulated this response locally.

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You Said

We hear a constant stream of feedback regarding access to dental care, specifically the difficulty to access public (NHS) dental treatment

What We Did

We attend various meetings linked into dentistry provision and continue to share the problems people are facing

What Happened

After attending a recent Dentistry Clinical Network meeting, the chair proposed involving Healthwatch in focus groups about the future provision of publicly funded dental care. We are making sure your feedback influences the future of dental services.

Feedback from working with other organisations

You Said

Local fishermen at Ramsgate harbour told us about healthcare issues they experience, and problems they face when accessing healthcare. You can see our report [here](#).

What We Did

Healthwatch England asked us to present this report at their annual staff event, and to share some detail on how we engaged with the group

What Happened

We shared our learnings in regards health inequalities, engagement technique and community partner collaboration. This has helped to shape conversations around strategy improvement.

Valuable contributions

We shared details from our Nepalese project with the research team at Healthwatch England, to contribute towards a case study showcasing best practice of impact measurement.

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We shared a Mental Health experience report, focused in West Kent, with a steering group looking at improving mental health service in the HCP area.

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We informed the ICB of eConsult being switched off at a surgery that had closed due to staff shortages.

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At the IC24 engagement group, our volunteer recommended the training module KCHFT designed for staff engagement with patients. IC24 staff attended some training and found it useful, taking a lot of information back to their teams.

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At a recent technology enabled care co-production group, We were able to be constructive around the evaluation questions being used for the project, to ensure that engagement with the public was covered, and the language used with the public is appropriate.

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Every day people contact us because they need information, or because they don't know where to get the answers they need. We try and help each and every one. Here are just a few of their comments:

"Thank you for giving me the opportunity to have a little moan and get it off my chest! "

"Thank you - if no-one says anything, then no-one knows when something isn't right and no-one can change it "

"Thank you for being human and showing emotion"

"Thank you for calling me back and for the information, it is good to be able to talk these things through. "

"I'm very grateful you have listened, I really appreciate your help, you're not just helping me but others thank you. "