

You Said, We Did- April 2023

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'.

44 of you got in touch in April 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 March 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 heard from someone who was having trouble booking an appointment to see their GP. They have hearing difficulties so cannot book appointments via the telephone.

What We Did

We checked the practices website, which said patients could go to the surgery in person at set times to book an appointment. We relayed the information to the individual.

What Happened

The individual has now been able to book an appointment and access their GP.

We receive a constant stream of feedback about your experiences with GPs

We attended the South East GP retention meeting to present your feedback and share your experiences about what you value from general practice and other allied health professionals.

Your voices have been heard by people shaping the future of GP services and are influencing positive changes

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Feedback from working with other organisations

You Said

One of the engagement providers we work with raised concerns with us about a safeguarding case they had been dealing with. They were not confident the case was being dealt with appropriately.

What We Did

We supported them to raise these concerns with the Kent and Medway adult safeguarding board.

What Happened

An investigation has taken place and the case is being managed by the safeguarding board.

Valuable contributions

Healthwatch identified a feedback trend around unsatisfactory complaints procedure and raised it to the relevant healthcare provider. As a result, the healthcare provider has submitted the issue for further internal review.

We shared data reports with six hospitals across Kent, detailing feedback from peoples appointments with allied health professionals.

We connected Doctors of the World organisation to ICB colleagues, to promote uptake of their safe surgeries initiative. This seeks to support people who are homeless, asylum seekers, and refugees. We also shared our data regarding existing barriers people face when trying to access primary care.

We shared a discharge experience report with the strategy development team at Maidstone and Tunbridge Wells NHS Trust to contribute to a single position response from West Kent to the Health and Care Partnership discharge capacity programme board.

One of our volunteers attended the Swale patient liaison group and helped patients learn how to cancel emergency appointments via text message.

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 your time and the information "

"Thank you for your help and your time "

"Thank you for the information provided "

"Thank you for calling back "

"Fantastic, thank you for your help"

"Thank you very much for your help and concern I appreciate it "