

## You Said, We Did - July 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’.

85 of you got in touch in July, 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 July 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 about someone’s ongoing difficulties attending hospital appointments in East Kent.

They told us they were anxious about going to hospital, even in an emergency, because they had previously raised complaints.

#### What We Did

We shared their concerns directly with the hospital and asked for reassurance because their anxieties were now preventing them from accessing emergency care and treatment.

#### What Happened

The Director of Nursing offered them a personal meeting to talk through their worries to alleviate their anxieties. We are waiting to hear about how the conversation went.

#### You Said

Lots of you got in touch to share your stories about being discharged from hospital.

#### What We Did

We shared your stories with the West Kent ‘improving flow and discharge’ team who were bringing together a whole host of decision makers from across health and social care to explore how they improve discharge from hospital.

#### What Happened

Your stories were shared at the meeting and listened to by all the decision makers. Your feedback helped to influence the future of discharge services across Kent and Medway.

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### Feedback from working with other organisations

#### You Said

A support worker from KCC got in touch on behalf of their client who is homeless. They had been told by a GP that without proof of address or ID, they were unable to register with the surgery. .

#### What We Did

People do not need a proof of address to register with a GP surgery.  
  
We reassured the support worker about the legislation and escalated our concerns to the Primary Care team who then alerted the practice directly.

#### What Happened

The correct policy has been given to the practice.  
  
The Primary Care team are now reminding all practises of the guidance for registering people who are homeless.

### Valuable contributions

We shared our PPG framework with a PPG chair from London who was looking for support and guidance.

We produced an information report for East Kent cancer services to support the development of their patient experience. This detailed how we keep our signposting service up to date, the use of 'tone of voice' training for our communications, and shared learning from engagement we recently completed to hear about peoples discharge experience.

At the Kent Overview and Scrutiny Committee we raised the difficulties people are facing when trying to get an NHS dentist and in turn the the impact on NHS 111.

This month we have participated on the interview panels for several senior leadership positions within the new Kent & Medway ICB, including Chief People Officer and Chief Nurse. Our contributions to the recruitment decisions have been welcomed. We've also been on the panel for a public health consultant.

## **You Said, We Did - July 2022**

**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 getting back to me. I really appreciate your help with this. "**

**"Thank you for calling and listening "**

**"Thank you so much for your help, I'm so glad someone is looking into this, it is such a relief. "**

**"This is a fantastic service. I was worried and I didn't know how to make a complaint. Thank you so much for listening to me and helping me I really appreciate it. "**

**"Thank you for speaking and listening to me "**

**"Thank you for the information "**

**"Thank you very much for this information. I will follow it all up on Monday when everything opens up again after the weekend. Thanks also for inviting me to contact you again if I am still stuck with getting the information I need. "**

**"Thank you for listening to me. "**

**"Thank you for calling back I appreciate that. "**