

You Said, We Did - January 2018/March 2018

You said	What we did	What Happened?
<p>We escalated a case of concern about NRS</p>	<p>We raised this with NRS and the commissioner KCC</p>	<p>Client received an apology and one of the learnings agreed was that that in future NRS would feedback an incident of this nature to the commissioners as soon as possible in order to enable them to consider any action.</p>
<p>A patient had told us that they had no-one to look in on them at home in the days after surgery, as per the hospital policy. They also said this requirement had not been explained at pre-op assessment. In addition to this the appointment letter and reminder had different entrances to use on them.</p>	<p>We shared this with east Kent Hospitals.</p>	<p>The trust asked us to apologise to the person and said that they should have been given a home care package or a bed in a community hospital bed and this discussion should have taken place at pre-op assessment. They will look into how expectations are pitched at pre-op assessment to make sure patients are getting the right information. There is a lot of work going on in with appointment systems but they will also refer these letters to the trust information group.</p>
<p>KCHFT podiatry appointment concerns.</p>	<p>We spoke to KCHFT about the increased concerns we had heard about Podiatry</p>	<p>KCHFT were aware of the issue which is caused by the relocation of the team to Herne Bay. They had trouble with their booking telephone line but that is now sorted and the number of complaints has dropped significantly.</p>
<p>We asked that GPs had space on their referral form to record any Accessible Information Standard needs a patient has.</p>	<p>We met with West Kent CCG to talk about what could be done.</p>	<p>An extra box has been added by West Kent CCG for the GP surgeries in their patch which will allow the service receiving the referral to be aware of any communication needs the patient has.</p>

<p>At a visit to Darent Valley Maternity department people said that while there was lots of information for mums there was very little for dads or partners.</p>	<p>We fed this back to the Trust.</p>	<p>A midwife is creating a leaflet for fathers as part of her preceptorship and the Trust have looked at the information given out in the parent education classes, to ensure that questions that dads often ask are included.</p>
<p>In our Dental report “The Tooth be Told” we identified that dental care for care home residents was inconsistent and needed to be addressed.</p>	<p>Our report contributed to evidence that Healthwatch England collected.</p>	<p>Oral health and access for care home residents to dental services will be included in CQC Care Home inspections from 2019.</p>
<p>Our engagement volunteers suggested some possible improvements based on what patients, carers and family members had told them when visiting the fracture clinic at Darent Valley Hospital.</p>	<p>We shared this feedback with staff at the clinic and the deputy chief nurse.</p>	<p>There are now “you said” “we did” posters on display addressing the issues raised regarding toys, water fountain & the seating. All patients are informed verbally and there are signs up by each clinic sorting room asking the patient to inform the nurse in charge upon return from X-Ray. A further poster is now on display on the door into the clinic area reminding the patients to inform the nurses that they have returned. Issues about the appointment letters and the TV screen not working has been passed onto the relevant managers to look into these.</p>

Influence:

- We shared our GP closure guide with all Kent CCGs.
- 3 GP practices have directly come to us asking for guidance about closing a site, merging.
- We have had conversations with the CQC and shared intelligence which have helped shape their inspections to a number of providers.
- We linked the CQC with Healthwatch Medway.
- We encouraged Thanet CCG to listen to the concerns of the Kent Physical Disability Forum about the Kent and Medway wheelchair service.
- The Kent Physical Disability Forum has been asked to feed into national disability policy by the All Party Parliamentary Group for Disability.

- We shared our 6 monthly themed intelligence for September 2017- march 2017 with Dartford and Gravesham NHS Trust, East Kent Hospitals and Maidstone and Tunbridge Wells.
- We shared feedback about KCHFT, KMPT, GPs and Care Home with all CCGs.
- Hi Kent shared with feedback from their clients about audiology services in Medway. We wrote to the medical director at MFT and also shared the intelligence with Healthwatch Medway.
- We received some feedback from the Mental health action groups around IAPT and the number of sessions people were receiving. We didn't feel we had enough to confidently say there was an issue, so we have produced a report summarising what we heard and asking for more feedback.