

Healthwatch Medway Insights

January 2022



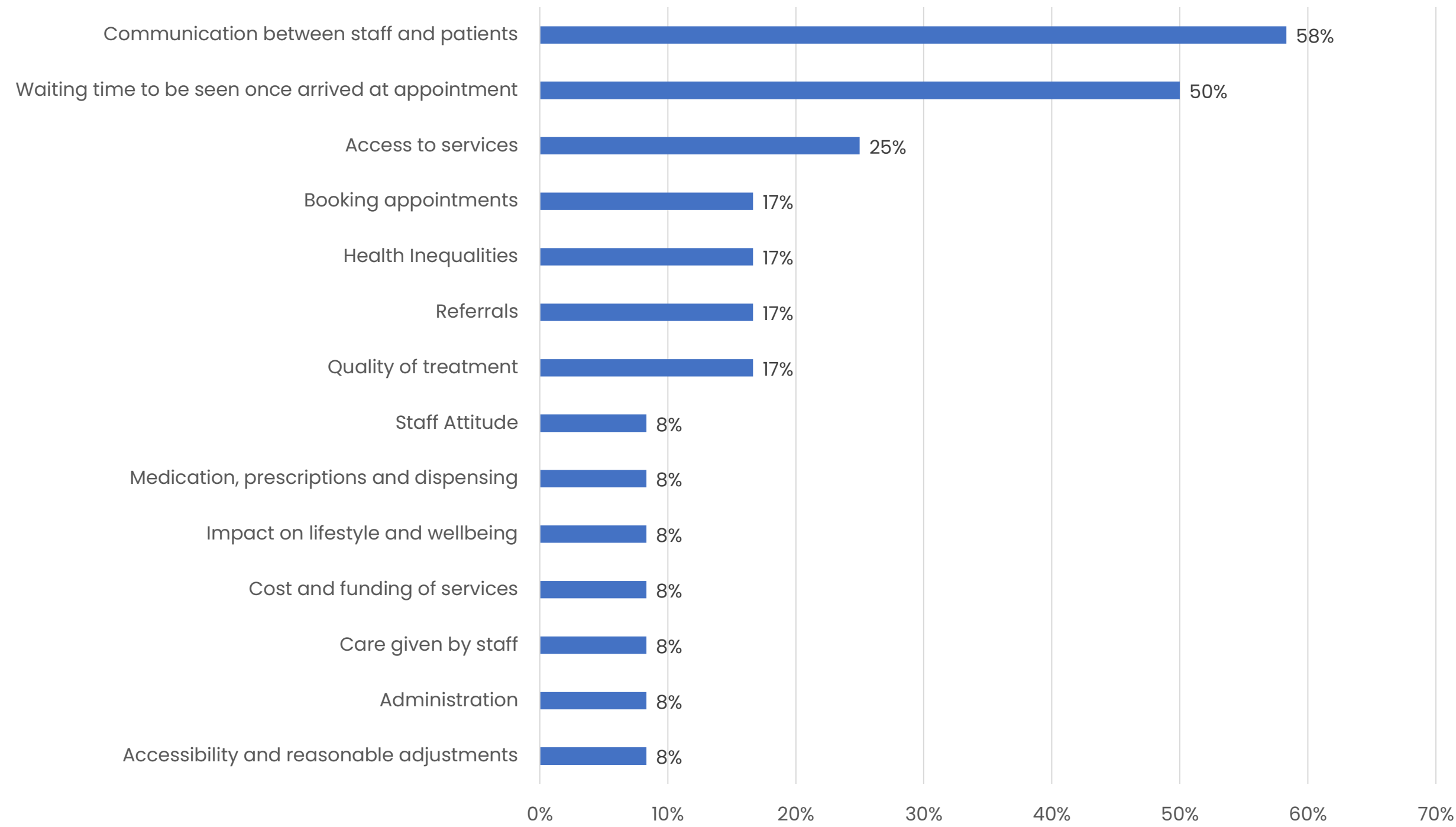
**Every day we are hearing feedback from people in Medway
about their experience of health and social care services.
This report summaries the feedback we've heard in
January 2022**

**If you would like more details, we can supply that. Just drop us
a message on:**

feedback@healthwatchmedway.com



In January, we heard from 32 individuals regarding GP surgeries, community care, pharmacies, social services and dentists.



What positive stories have we heard?

Good quality of dental services. Good access to services

One person told us they were having an issue with their NHS dentist. They moved to another dentist who quickly treated them. They were very impressed with the care they received.

Timely communication. Reliable service

We heard from someone who was very pleased with Boots Pharmacy. They told us they get a text message when their prescription is ready for collection, which means they feel reassured that their medication will be ready for them when they come to the pharmacy.



What have we heard?

Communication between staff and patients ; Access to Services

Communication between staff & patients was the most common theme we heard.

Examples include:

- People not getting a timely responses from their GP. Two people told us they had to wait over 50 minutes to get through to their GP
- We heard a story of someone who has asked for help from their GP three times but not had any response. They are seeking support to request for accommodation to be adapted.
- Another example is when a GP queried a prescription but didn't inform the patient. That meant they had several wasted trips to the pharmacy and a week delay in getting their medication.
- One person told us that communicating by email with the Kent & Medway Clinical Commissioning Group about their relatives care has caused lots of delays to her care. They talked about the added time delays caused by email, the use of jargon in emails and that they feel the CCG is patronising them. The communication challenge has made it very difficult for them to get help and support with their relatives care.



What have we heard?

NHS Dentists

A caller told us that they needed a tooth extracted. They had already agreed with the dentist that they were exempt from payment. The dentist said a dental trainee would do the extraction, but when they asked for the main dentist to do the X-ray and anesthetic they were refused.

This left them in a lot of pain.

Eventually they went to another NHS dentist who commented on the poor quality of the X-rays sent through by the previous Dentist.



End of Life Care

We chatted to a family about the end of life care for their relative. They were in a Care Home, and the family told us they didn't feel supported. They felt that the care home was more interested in the money owed and didn't show any compassion. They told us they weren't offered anywhere to sit or a cup of tea after she had died, but instead were rushed to clear out the relative's room.

What have we done with the feedback?



We share the detailed feedback directly with the relevant organisations so that it can inform and influence their own plans.

We will always escalate any safeguarding or urgent cases for immediate action.

What have the Mental Health User Voice Network heard?

19 people in Medway shared their experience of mental health services

58% of the feedback related to GP Surgeries, Mental Health Services and Talking Therapies. The main themes were:

- **GP Surgeries** – people are finding it difficult to secure an appointment, by telephone or face to face, with long waiting times when calling their surgery
- **Mental Health Services** – people said it was difficult to find out what services are available and whether a referral has been made to a service, or how long the referral will take
- **Talking Therapies** – people reported long waiting lists without an update on timing; missing one call can see the person discharged despite mental health creating a barrier; being turned away after GP referral to talking therapies, due to the severity their mental health

You can find more information about the Kent Mental Health User Voice network [here](#)



We hear feedback via a range of routes including:



calls, texts and emails to our Information & Signposting service



social media and our online feedback form



we proactively reach out to voluntary groups to hear about issues facing their clients

This month we've reached 2,651 people

“Thank you for your help and for listening to me”

Medway resident

Want more details?

Let us know. We can review our data for specific topics and organisations, just let us know what you want.

Email:

feedback@healthwatchmedway.com

