

## Your LINK for improving health and social care



a LOCAL INVOLVEMENT NETWORK

### NHS West Kent

What Was Your Experience?	Where Was This?	Additional Information
<i>1. Keeping Patients Safe</i>		
Some of my friends have had to wait for about a week for some test results plus when the receptionist says that she will get the doctor to call the patient back they never do	West Kent Primary Care Trust - GP Service	
Very good and efficient.	West Kent Primary Care Trust - Hamstreet Surgery (GP)	None
Treatment and care of kidney's & bladder carried out in my experience from Darent Valley Hospital then on to King's College Hospital where I was checked very thoroughly at every visit. However blood pressure monitoring was irregular at my surgery, and more care on this (High Blood Pressure) was to be desired. Individual needs therefore was not very thorough the past year at the surgery. New faces (nurses) at the surgery every step of the way.	West Kent Primary Care Trust	None
<i>2. Treatment, Care &amp; Costs</i>		
A GP referring someone to a hospital in another area. The consultant at that hospital decided that the speciality was also provided at the local hospital but the wait between first being referred and then being seen by the local consultant was hindered by poor communication. However the patient was given a choice as to whether or not they wanted to be seen locally or at the hospital they were initially referred to and chose the local hospital.	West Kent Primary Care Trust	None
Long waits for letters and results to be transferred between GPs and hospitals.	West Kent Primary Care Trust	None

I had good treatment and was seen on time. Thanks (Duplicate)	West Kent Primary Care Trust - Commissioning private care under NHS - Benenden Hospital	None
I have always been most grateful for services from the surgery. I have a number of complaints regarding my health, all have been dealt with admirably.	West Kent NHS - The Oaks (Surgery), Swanley	None
<b>3. Governance</b>		
West Kent PCT have started Health Network and Long Term conditions forum. Appears to be a token effort and do not really take any notice of service users views.	West Kent Primary Care Trust	None
Doctor Surgery excellent as has been my experience with the receptionists there.	West Kent NHS - The Oaks Surgery, Nightingale Way, Swanley	I am sorry but am now nearly 83 and since a stroke in 2006 do not write very well. I can assure you that our GP service is excellent and I have always found Darent Valley Hospital supportive and good.
Things seem to be run very well.	West Kent Primary Care Trust - Commissioning private care under the NHS - Benenden Hospital	None
I have the same condition as my mother. I live under Medway PCT + she under Dartford, Gravesham & Swanley. I have received EXCELLENT treatment, being referred quickly + to an equally excellent specialist. My mothers' experience has been very different. She has constantly had trouble seeing her doctor + fobbed off when she has. Even been told there is no treatment to help, when there is - I'm having it!	West Kent Primary Care Trust	None
<b>4. Patient Focus</b>		
When I referred to my GP and was then referred onto a Consultant my GP was very supportive, treated me with respect and made sure that I fully understood all the options open to me for treatment. Post operatively the GP supported me and seemed genuinely interested in my progress which made me feel like I was really being taken care of.	West Kent Primary Care Trust	None
Very good, but I was only an out patient	West Kent Primary Care Trust - Commissioning private care under NHS - Benenden Hospital	None

Lack of privacy when talking to receptionists in GP surgeries.	West Kent Primary Care Trust - various GP surgeries in the Maidstone area	None
Always helped at surgery	West Kent NHS - GP Surgery	None
<i>5. Access and Responsive Care</i>		
Saturday appointment made available at GP surgery - vital for working people, has much improved time lapse in waiting for appointments	West Kent Primary Care Trust	None
We have been invited to sit on the Patient Experience Committee and have taken up that invitation.	West Kent Primary Care Trust	None
Lack of Pro-Active Patient Recall at intervals to check on Hearing Loss and Hearing Aid suitability. Everywhere in Kent Audiology Departments.	West Kent Primary Care trust	None
My GP asked me if I had any preference for a hospital for my treatment.	West Kent Primary Care Trust - Dunorlan Medical Practice Tonbridge	None
Health needs always offered.	West Kent NHS - GP Surgery, Longfield	None
<i>6. Care, Environment &amp; Amenities</i>		
Treatment good, cleanliness good and in order.	West Kent Primary Care Trust - Commissioning Private Care on NHS - Benenden Hospital	None
All hospital and GP appointments very good support offered.	West Kent Primary Care Trust - Dunorlan Medical Practice Tonbridge	None
Satisfactory - but the vivid orange wall colour of the waiting room is too stimulating and could raise blood pressure.	West Kent Primary Care Trust - Newton Place Foundation GP Surgery	None
Good care always received from GP surgery	West Kent NHS - GP Surgery, Longfield	None
Very good (duplicate).	West Kent NHS - Cedars	None
<i>7. Public Health</i>		
All seemed well and very clean, seen on time, anti bacterial hand wash accessible.	Benenden Hospital	None
There seems to be too great an emphasis on conditions such as obesity and smoking where the PCT should put more resources into patients and not potential. patients	West Kent Primary Care Trust	None
Some inequalities in the way people are treated due to mental ill health age etc as stated previously.	West Kent Primary Care Trust - GP Services	None

<p>Went to Surestart Health Visitor, who contacted my Dr about post natal depression. My doctor referred me to a mental health charity. I was allocated daily contact from someone from there who monitored my progress and helped set tasks and offered different coping strategies. Good communication from all involved and am happy to say I am a lot better.</p>	<p>West Kent Primary Care Trust</p>	<p>None</p>
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