

## Your LINK for improving health and social care



a LOCAL INVOLVEMENT NETWORK

### East Kent Hospitals University NHS Foundation Trust

What was your experience	Where Was This?	Additional Information
<b>1. Keeping Patients Safe</b>		
Pleasant and caring medical staff	Kent & Canterbury Hospital - Dermatology	None
Lack of care in Kent & Canterbury and William Harvey hospital (especially in casualty). Lack of care and assistance, And they keep saying "oh no your back again" and I think that is abusive	Kent & Canterbury Hospital	None
Although hand cleaning bottles are obvious at clinic entrances they are not at the main entrance to the outpatients dept.	Kent & Canterbury Hospital	None
Good	William Harvey Hospital	None
Lack of care in Kent & Canterbury and William Harvey Hospital (especially in casualty). Lack of care and assistance, And they keep saying "Oh no your back again and I think that is abusive (Duplicate).	William Harvey Hospital & Casualty	None
Pleasant and caring medical staff (Duplicate).	William Harvey Hospital, Ashford	None
<b>2. Treatment, Care &amp; Costs</b>		
At hospital outpatients clinic very late with appointment time and didn't feel that staff were taking my condition seriously.	Kent & Canterbury Hospital	None
<b>3. Governance</b>		
<b>4. Patient Focus</b>		
<b>5. Access and Responsive Care</b>		

<p>Hip Replacement- Being told at first visit after being referred by my GP that seeing that this was my first visit the consultant couldn't see me as he was running late and that I could wait 6 months (he did bring up an x-ray, which I realised later was 2 yrs old). I next saw the senior consultant 6 months later when he agreed it did need replacing, but by that time I was suffering back problems as well and I would still have to wait considerable time. Some two months later with the problems getting worse I decided to pay for the operation. This should never have happened.</p>	<p>Buckland Hospital, Dover</p>	<p>None</p>
<p><i>6. Care, Environment &amp; Amenities</i></p>		
<p><i>7. Public Health</i></p>		
<p>It is all down to restraint. A visit to my GP or local hospital in my view are noted but I do not have the faith to believe they are taken seriously. X-rays notes are always lost. Why can we not retain our own notes/x-rays?</p>	<p>William Harvey Hospital, Ashford</p>	<p>None</p>

