

Your LINK for improving health and social care



NHS Eastern and Coastal Kent

What was your experience	Where Was This?	Additional Information
<i>1. Keeping Patients Safe</i>		
<i>2. Treatment, Care & Costs</i>		
Excellent treatment by my GP	Eastern & Coastal Kent Primary Care Trust GP Service - Memorial Medical Centre, Sittingbourne	None
Although the health professionals co-operate they rarely liaise with interested groups.	Eastern and Coastal Kent PCT	None
<i>3. Governance</i>		
All the above are good, but I do not know if the staff have good support.	Eastern & Coastal Kent PCT -Memorial Medical Centre, Sittingbourne	None
The PCT is in general a very well run organisation.	Eastern & Coastal Kent PCT.	None
<i>4. Patient Focus</i>		
The needs of the patient in terms of provision of nursing appointments is not good e.g. to enable me to have treatment requested by the hospital outpatient clinic in time I had to travel to another surgery five miles away as I had to be away from Herne Bay on the only day they could fit me in	Eastern & Coastal Kent Primary Care Trust William Street Herne Bay & Hersden Medical Practice	None
<i>5. Access and Responsive Care</i>		
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?	Eastern & Coastal 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	Eastern & Coastal Kent Primary Care Trust	None

The patients' views are sought but not always paramount e.g. Siting of new Dover Hospital	Eastern & Coastal Kent Primary Care Trust	None
My experience is that it is very difficult to get appointments to see a GP in my local practice. Being restricted to phoning at certain times of the day to get appointments and not being able to book for the following day is very difficult if you are in full time demanding employment. Having to explain yourself to a receptionist as well over whether it is "an emergency" or not is sometimes degrading.	Eastern & Coastal Kent Primary Care Trust Faversham Medical Centre	None
Although the health professionals co-operate they rarely liaise with interested groups.	Eastern and Coastal Kent Primary Care Trust	None
Access as stated parking is a nightmare as the majority of the overflow car park is now taken up by staff i.e. more parking urgently needed	Sittingbourne Memorial Hospital	None
<i>6. Care, Environment & Amenities</i>		
<i>7. Public Health</i>		
The arrangements for addressing Health Inequalities are excellent.	Eastern and Coastal Kent PCT.	None
Much more emphasis is needed to the general public on ensuring disease is prevented. Individuals in the NHS must be responsible for this. More public health warnings needed.	Sittingbourne Memorial Hospital	None

