

What can I complain about?

Under the new complaints procedure, people wishing to lodge a complaint about healthcare, can do so to either the people who provide the service or the organisation who buys the service on your behalf NHS Kent and Medway. This includes any complaint regarding:

- GPs
- Dentists
- Opticians
- Pharmacists

We recommend that if you have a concern about your GP or dentist you complain directly to the practice so they can investigate your complaint. However, you also have the option to contact NHS Kent and Medway and ask us to investigate.

Equally, we recommend that complaints regarding hospital or community services be directed straight to the hospital or community trust concerned, but if you do not wish to do this NHS Kent and Medway can do this on your behalf.

Learning lessons

Making Experiences Count highlights the need for a change to the way we deal with complaints. NHS Kent and Medway encourage staff to see them in a positive light, as a way to learn and make changes where necessary.

Who to contact

Freephone number: 0800 014 1634

Opening hours are:
Monday - Friday 10am to 4pm

Please leave a message if the answer phone is on, leaving your name and a telephone number where we can contact you directly.

Email: nhsmedwaycomplaints@nhs.net

In writing to:

Chris Kiff
Customer Services Officer
NHS Kent and Medway
Fifty Pembroke Court
North Road
Chatham Maritime
Kent, ME4 4EL

Patient Advice and Liaison Service (PALS)

If you need health advice now, have concerns or don't know where to turn.

Telephone: 0800 014 1641

Email: nhsmedwaypals@nhs.net

This leaflet can also be made available by request in large print and in other formats and languages

Making Experiences Count

How to make a comment, complaint or compliment about NHS Services





The NHS complaints process is called “Making Experiences Count”.

It aims to resolve the complaint, to your satisfaction, first time around.

You might want a meeting with staff, a phone call from the service, the involvement of the Patient Advice and Liaison Service or a letter, to name but a few, and all these options will be open to you.

Every complaint received is reviewed individually, lessons are learnt and changes made to services, to improve future care for our patients. That’s why we are keen to hear from you if you have any comments, complaints or praise for services.

Stage 1

To make a formal complaint, we ask that you either call or write to us with the following information:

- your name and address
- your telephone number to allow us to call you and discuss how you would like your complaint dealt with
- a summary of your concerns, including relevant names and dates.

When we receive your complaint, someone from the customer care department will be in touch with you to discuss how you would to proceed and to agree a timescale. We will acknowledge all complaints within three working days so you know we have received it.

NHS Kent and Medway plans and pays for all NHS healthcare services on behalf of the 280,000 residents of Medway.

Our job is to lead health services locally so that we, in partnership with other organisations and the public, bring about real improvements to people’s health and healthcare.

NHS Kent and Medway represents the following primary care trusts (PCTs): NHS West Kent, NHS Eastern and Coastal Kent and NHS Medway.

Stage 2

If all attempts to resolve your complaint have been exhausted at stage 1 and you remain unhappy you can ask for an independent review from the Health Service Ombudsman. Should you wish to take up this option, please write to:

Health Service Ombudsman
Millbank Tower

Millbank

London SW1P 4QP

Telephone: 0345 015 4033

Website: www.ombudsman.org.uk

At any stage throughout the complaints process you may also wish to involve NHS Healthcare Resolutions or the Independent Complaints Advocacy Service (ICAS) to support you through your complaint.