

Have you seen?



My Healthcare Passport has been designed for potentially vulnerable people using one of our hospitals.

If you would like one go to

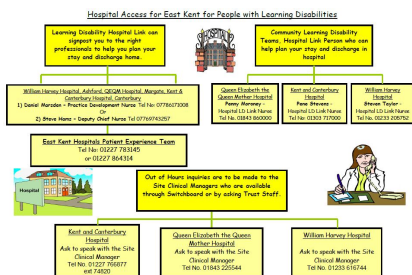
www.ekhft.nhs.uk/learningdisabilities

The Hospital Communication Book is available in every ward and department in each of our Hospitals.



If you would like to use one please ask a member of staff.

If you need any help from a Specialist Learning Disability Nurse please see the Link Nurse Framework at www.ekhft.nhs.uk/learningdisabilities



Patient Experience Team



Trust Offices (1st Floor)
Kent and Canterbury Hospital,
Ethelbert Road,
Canterbury,
CT1 3NG



Phone: 01227 783145

Fax: 01227 783061



Email: ekh-tr.patientexperienceteam@nhs.net

Website : www.ekhft.nhs.uk

www.patientopinion.org.uk

www.nhs.uk



We are happy to provide this leaflet in other formats if you would find that useful.

talk to us...



Listening to your experience

East Kent Hospitals want to hear about your experiences using our services.

Good or bad—this will help the Trust to provide the best service possible.



There are several ways to do this:-

1. You can fill in an online survey available at www.ekhuft.nhs.uk/survey
2. You can tell the staff who are looking after you.
3. You can speak to the Patient Experience Team who are available at each Hospital.
4. You may want to write to the Trust about your experience using Trust services.
5. You may want to make a written complaint and ask why the incident happened.

Making a written complaint

If you decide to write down your complaint, please tell us:-

- The person's name,
- their date of birth,
- where the problem happened and what the problem was.

You may want to complain on behalf of someone else. If so, we will want to know that you have their agreement or that they are unable to do so for themselves.

Please send this to the Patient Experience Team.



The Trust will contact you to plan the investigation. When complete we will tell you about the investigation.

Organisations that can help

If you want help to make a complaint, please contact ICAS on 0330 440 9000
email : hastings.office@seap.org.uk
Website www.seap.org.uk



In the event you are not satisfied with the investigation you can contact the Parliamentary and Health Services Ombudsman on 0345 015 4033



You can also use internet to tell people about your experience.



www.patientopinion.org.uk



www.nhs.uk