

TALK TO US

Every patient has the right to leave feedback about the treatment or care they have received at Reach Healthcare.

We understand that we may not always get everything right and, by telling us about the problem you have encountered, we will be able to improve our services and patient experience.

HOW TO LEAVE FEEDBACK

Where the issue cannot be resolved at this stage, please see our Reception Managers, who will try to resolve the issue and offer you further advice on the complaints procedure. If your problem cannot be resolved at this stage and you wish to make a formal complaint, please let us know as soon as possible by completing the form or submitting your complaint in writing.

PATIENT ADVICE SERVICES

PATIENT ADVISORY LIAISON SERVICE (PALS)

PALS provide a confidential service designed to help patients get the most from the NHS. PALS can tell you more about the NHS complaints procedure and may be able to help you resolve your complaint informally.

NHS website - Find patient advice and liaison services (PALS)

**POhWER support centre can be contacted via
0300 456 2370**

**Advocacy People gives advocacy support on
0330 440 9000**

AGE UK on 0800 055 66112

OMBUDSMAN

If you are not happy with the response from this practice, you can refer your complaint to the Parliamentary and Health Service Ombudsman who investigates complaints about the NHS in England.

**0345 015 4033 or <http://www.ombudsman.org.uk> or
Textphone (Minicom): 0300 061 4298**

CONTACT INTEGRATED CARE BOARD

Email: kmicb.patientexperience@nhs.net

Phone: 01634 335095 Option 7

**Postal address: Patient Experience Team, 2nd
Floor, Gail House, Lower Stone Street, Maidstone,
Kent, ME15 6NB**

**The Patient Experience Team is available from
8am to 4pm, excluding weekends and Bank
Holidays, and will aim to respond as soon as
possible within three working days.**

Feedback & Complaint Form

LET THE PRACTICE KNOW YOUR VIEWS

Partners

Dr S Lall
Dr B Sinha
Dr V Murthy
Dr M Carpenter

Please a take copy
March 2025

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