

Talk to us

Every patient has the right to make a complaint 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.

Who to talk to

Most complaints can be resolved at a local level. Please speak to a member of staff if you have a concern and we will assist you where possible.

Alternately, please ask to speak to our reception managers for direct advice.

If for any reason you do not want to speak to a member of our staff, then you can request that NHS Kent and Medway Patient Experience Team.

They will contact us on your behalf:

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. Each complaint that is received will receive an acknowledgement within three working days.

A complaint can be made verbally or in writing. A complaints form is available from reception. Additionally, you can submit your complaint in writing to any of our reception sites.

Time frames for complaints

The time constraint on bringing a complaint is 12 months from the occurrence giving rise to the complaint, or 12 months from the time you become aware of the matter about which you wish to complain.

The complaint lead will acknowledge your complaint in seven working days. We will aim to investigate and provide you with the findings as soon as we are able.

Investigating complaints

We will investigate all complaints effectively and in conjunction with extant legislation and guidance.

Confidentiality

We will ensure that all complaints are investigated with the utmost confidentiality and that any documents are held separately from the patient's healthcare record.

Third party complaints

We allow third parties to make a complaint on behalf of a patient. The patient must provide consent for them to do so. A third-party patient complaint form is available from reception.