



To tell us about your experience,  
you can talk to the hospital staff or  
talk to PALS



PALS: ☎ 01536 493305  
Complaints: ☎ 01536 492173



PALS@kgh.nhs.uk  
complaints@kgh.nhs.uk



Patient Experience Team  
Thorpe House  
Kettering General Hospital  
Foundation Trust  
Rothwell Road  
Kettering  
Northants  
NN16 8UZ

If you need help to make your  
complaint you can contact the NHS  
Complaints Advocacy Service  
(VoiceAbility).

☎ **01604 592702**

If you are unhappy with our reply tell  
us and we will try to help again.

If you are still unhappy, you can write  
to:  
Parliamentary and Health Service  
Ombudsman  
Millbank Tower  
Millbank  
London  
SW1P 4QP

☎ **0345 015 4033**

(8:30am-5:30pm Mon-Fri)

✉: [phso.enquiries@ombudsman.org.uk](mailto:phso.enquiries@ombudsman.org.uk)

## Easy Read

## Tell us about your experience



If you need this information in another format or  
language please telephone ☎ 01536 492510.

## Information



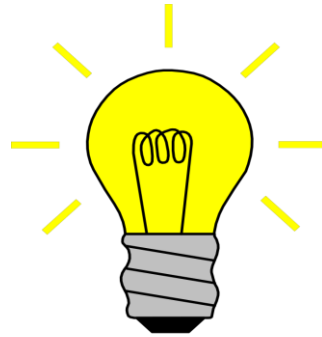


## Good Things

We want you to get the right care.

We would like to hear when things go well.

Please talk to any member of staff.



## Ideas

We would like to hear your ideas to make your care better.

You can talk to any member of staff.



## Bad Things

If you are unhappy with your care, please tell us.

We will listen carefully.

We will try to make things better.

We will tell you what we are changing.

Contact PALS (Patient Advice Liaison Service):

☎ 01536 493305 ✉ PALS@kgh.nhs.uk

Further information about the Trust is available on the following websites:  
KGH website - [www.kgh.nhs.uk](http://www.kgh.nhs.uk) | NHS Choices website - [www.nhs.uk](http://www.nhs.uk)

