

Contact Information

You can contact the Patient Experience Team in any of the following ways:

PALS/Compliments

☎ 01536 493305

✉ PALS@kgh.nhs.uk

9.00am-5.00pm Monday to Friday
(excluding weekends
and public holidays)

Located to the right of the Main
Entrance Reception

Complaints

☎ 01536 492173

✉ complaints@kgh.nhs.uk

9.00am-5.00pm Monday to Friday
(excluding weekends
and public holidays)

Patient Experience and Involvement

☎ 01536 492173

✉ patientexperience@kgh.nhs.uk

☰ Thorpe House

Kettering General Hospital NHS
Foundation Trust
Rothwell Road, Kettering
Northants
NN16 8UZ

Independent Support

If you need help in making a complaint, the Independent Complaints Advocacy Services can help. VoiceAbility provides free independent advice and support for people making complaints.

TotalVoice Northamptonshire

Unit F17
Moulton Park Business Centre
Redhouse Road
Moulton Park
NN3 6AQ

Phone: 01604 592702

Email: nhscomplaints@voiceability.org

Website: www.voiceability.org

এই লিফলেটটি যদি আপনার অন্য কোনো ফরম্যাটে বা
ভাষায় প্রয়োজন হয়, তবে অনুগ্রহ করে 01536 492510
নম্বরে পালস এর সাথে যোগাযোগ করুন

Jei šią skrajutę norite gauti kitu formatu ar kalba,
kreipkitės į 01536 492510

Jeżeli są Państwo zainteresowani otrzymaniem tych
informacji w innym formacie lub języku, prosimy o
kontakt z PALS pod numerem telefonu 01536 492510

Dacă aveți nevoie de acest prospect în alte formate
sau limbi, vă rugăm să contactați 01536 492510

Если Вы хотели бы получить данную брошюру на
другом языке или в другом формате, просим
обращаться в PALS (Информационная служба для
пациентов) по 01536 492510

Tell us about your experience

Compliments Suggestions Concerns/Complaints

Your views are important to us

We will listen and act on what you
tell us



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

Information



How to share positive feedback or make a suggestion

Your compliments make a real difference and we value your ideas.

You can speak to any member of staff or to our Patient Advice and Liaison Service (PALS).

We will listen and consider your ideas.

It is also really helpful to let us know when we are doing things right.

Your feedback can be shared in a variety of ways, such as letters, verbal feedback and also through:

- Friends and Family
- NHS Choices
- The pop up 'Listening Booth'

You can also give feedback online at:

feedback.kgh.nhs.uk



Or scan the QR code

We act on comments and concerns to improve services and ensure lessons are learnt.

How to raise a concern

Please share your concerns so we can help resolve them and improve services.

All staff are here to help and value the opportunity to improve standards.

First of all, we suggest that you speak with the nurse or manager in charge of the area which your concerns relate to. They are in the best position to help you and can take immediate action.

You can also use our PALS service.

PALS provide on the spot advice and support. They can also work to resolve concerns by liaising with staff on your behalf.

We will communicate in a way that suits you and always offer to meet you.

Dealing with a complaint

Complaints will be dealt with in a timely manner and at a level agreed by the individual raising the issue.

We will take the matter seriously and give all investigations priority.

We will always offer to meet with you.

We will keep you updated in a way you choose and a timescale for your response will be agreed.

Where we identify learning, we will explain how we are going to make improvements.

We will check that you are satisfied with our investigation. If you have concerns, we will listen and reinvestigate.

We will explain your right to refer unresolved issues to the Parliamentary and Health Service Ombudsman (PHSO).

Speak to any member of staff who will try and resolve your complaint for you.



Further information about the Trust is available on the following websites:
KGH website - www.kgh.nhs.uk | NHS Choices website - www.nhs.uk

