

Patient Care Charter



We want to make sure our patients and their carers are looked after well.



To make sure you are looked after, we have **5 promises.**



Promise 1

We will help our staff to care about you and how you feel.



They will have training.



Promise 2

We will make sure you are happy with our services.



Staff will:

- be **nice**
- tell you the **truth**
- **listen** to you
- tell you their **name** and how to **contact** them
- tell you what will happen
- give you **information** you can understand
- answer your **questions**.

Promise 3

We will give you the best service we can.

Staff will:

- ask if we can do anything better
- think about you and what you need
- tell you what we can and can't do
- keep your information private.



Promise 4

We will make sure the places we see you in are friendly, safe and easy to access.

Staff will:

- be friendly and welcome you
- think about your needs and support you
- make the places we see you in clean and tidy.

Promise 5

We will listen to what you say and make changes if we can.

We will:

- look at what patients have said
- decide if we need to make changes
- make sure our staff learn from each other.

Need help?



Our Patient Advice and Liaison Service (PALS) can help you.

You can ask a question or tell them if you are unhappy about something.



Phone: 0300 123 1807

The team can phone you back.



Email: kentchft.PALS@nhs.net



Post:

Patient Advice and Liaison Service (PALS)
Kent Community Health NHS Foundation Trust
Unit J, Concept Court
Shearway Business Park
Folkestone
Kent CT19 4RG

easy read



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(we care)