

Patient Care Charter

Our charter is for every patient, family member, visitor, member of staff and any other person who has access to, or an interest in, our services.

To make sure that you receive the best possible care we have five pledges, which support the organisation's mission, vision and values. Find out more at www.kentcht.nhs.uk/ourvision

Pledge one

We will support our staff to deliver excellent care every time.

We will make sure employees are:

- fully trained and supported
- aware of the benefits of good care.

Pledge two

We will make every contact a positive experience.

Our staff will:

- be polite, honest and always take the time to listen
- give their name and contact details to people using our services
- explain what will happen next and signpost if they cannot help
- communicate in a way that is easy to read and/or understand
- respond in a timely, understanding and accurate way
- acknowledge messages, emails and letters, and advise if there will be a delays in the response, including details of who is dealing with the matter
- make sure people are aware that making a complaint about NHS services will not negatively affect the care they or their relatives are given
- conduct all phone communications professionally.

Pledge three

We will aim to understand your needs and aspire to develop our services around your expectations.

We will:

- ask you to tell us if your experience could be improved
- respect and respond to you, treating people as individuals
- be clear about what you can expect from us
- make sure your personal information is kept confidential.

Pledge four

We will strive to make the environment our services are delivered from welcoming, safe and accessible.

We will:

- take ownership and pride in the environment in which we deliver services
- be friendly and welcoming
- consider the needs of patients who have physical and sensory impairments, learning disabilities or language needs.

Pledge five

We will continually measure and learn from patient experience.

Our Board will:

- regularly review feedback from patient and staff surveys, comments, calls to the Patient Advice and Liaison Service (PALS), and analysis of complaints and compliments to discover what is important to you to improve services
- make sure there are mechanisms in place to share learning across teams, services and the organisation, to continuously improve patient experience.

 **In everything we do, we care** 