

..... complaint received regarding the William Harvey Hospital in NHS Ashford Clinical Commissioning Group

Complaint regarding an outstanding complaint lodged with the East Kent Hospital University Foundation Trust regarding the William Harvey Hospital, which was first submitted in April 2012 and was still outstanding / not appropriately responded to. Complainant states that since November 2011 they had not had their various health problems properly investigated or appropriately referred.

The NHS Complaints Procedure suggests that it is better for the provider of the service being complained about to have the opportunity to investigate and respond to the complaint. Therefore, as the William Harvey Hospital comes under the remit of the East Kent Hospitals University NHS Foundation Trust the complainant was advised to forward their complaint onto the Trusts Patient Experience Team, who would respond to their complaint.

However, in this instance we contacted the Trust, requesting a copy of their response to ensure it had been properly investigated and the response had been sent to the complainant in a timely manner.

