

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

Complaint received from a GP practice regarding a 92 year old retired GP who had been admitted into William Harvey Hospital and had developed significant pressure sores whilst as an inpatient. The relatives suggested there was no appropriate hoist to move the patient in and out of bed.

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.

