

..... complaint received regarding patient travel expenses in NHS Ashford Clinical Commissioning Group

A patient requested advice on how to claim for travel expenses with regard to their annual MRI scan at King's College Hospital.

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 patient travel refund comes under the remit of the acute trust that was dealing with the patients treatment, the complainant was advised to forward their complaint onto the East Kent Hospitals University NHS Foundation Trusts Patient Experience Team (PET), who would respond to their complaint.

