

# Privacy and dignity

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## **We will keep your information safe**

Sometimes staff might need to tell other doctors and nurses about your care.



## **We treat everyone the same.**

We will make sure that:

- you know what is wrong with you
- you are treated fairly
- you know who is looking after you
- we wear name badges
- we communicate with you in the way you want
- we involve you in decisions about your care.





### **If you are staying in one of our community hospitals we will:**

- make sure you have the right kind of food and drink
- show you where you can go if you want a quiet space
- help you look after yourself – you can still ask us for help if you want to
- tell you about the ward you are staying on and who else is there.



### **When we are looking after you at home we will:**

- ask you which room you would like us to see you in
- turn our mobile phones off.

# Need help?



**Our Patient Advice and Liaison Service (PALS) can support 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](mailto:kentchft.PALS@nhs.net)



**Post:**

Patient Advice and Liaison Service (PALS)  
Kent Community Health NHS Foundation Trust  
Trinity House, 110-120 Upper Pemberton,  
Eureka Park  
Ashford  
Kent TN25 4AZ

easy read



Our information is made with help from people with a communication need. Created using CHANGE and stock images.

**(we care)**