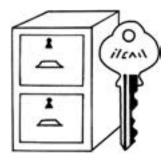


### Privacy and dignity



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

#### 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



(we care)

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