



Maidstone
St Saviours Road, ME15 9FL
01622 756 888

THE MOTE MEDICAL
PRACTICE

Staplehurst
Offens Drive, TN12 0LB
01580 891 220

Complaints Lead/Patient Liaison – Join us at a key moment of growth and change

Location:	The Mote Medical Practice, either based at Maidstone or Staplehurst site
Salary:	"Dependent on experience" in the region of £12.21 pr hr
Hours:	Minimum 16 hours per week – flexible full-time or part-time hours considered
Closing Date:	1st August 2025 – we may close the vacancy early

An opportunity has arisen to join our forward-thinking, happy practice team.

We are a long-established, well-organised practice with four partners and five salaried GPs. We have excellent nursing, reception and management teams who provide care to a list size of around 17,000 patients and are looking to expand our administration team further. We are a high QOF achieving, low visiting practice with a CQC rating of "good" in all areas. We now operate on EMIS Web.

Are you good with people? Do you enjoy making a difference? Are you a natural problem-solver? If so, we'd love to hear from you!

We're looking for a compassionate, organised, and proactive individual to join our team as Complaints Lead/Patient Liaison, to join our friendly and forward-thinking practice team at an exciting time of development and transformation.

Following a successful merger with another local practice on 1st April, and the launch of our very own Primary Care Network (PCN) on 1st July, we are entering a new chapter, focused on innovation, collaboration, and improved patient care. This is a fantastic opportunity to be part of shaping the future of our growing organisation.

About the Role:

As Complaints Lead, you will take ownership of the end-to-end complaints process across both our main site and branch site. You will ensure that all concerns are managed professionally, sensitively, and in line with NHS guidelines and practice policies. Your role will be vital in driving service improvement, identifying learning opportunities, and ensuring a positive experience for our patients.

Key Responsibilities:

- Manage and coordinate all incoming complaints
- Investigate concerns thoroughly and prepare formal responses
- Liaise with clinical and administrative teams to gather relevant information
- Monitor trends and contribute to service development initiatives
- Ensure timely resolution and compliance with regulatory requirements
- Provide handover reports and learning summaries as needed
- Support with general administrative duties during periods of absence or leave



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Working at Our Practice:

We understand the importance of work-life balance and are proud to offer flexibility in this role. We are open to applications from candidates seeking either full-time or part-time hours, with a minimum of 16 hours per week. We aim to create a supportive and balanced working environment that values your wellbeing.

What we're looking for:

- Excellent written and verbal communication skills
- Strong organisational and problem-solving abilities
- Empathetic and professional approach to handling sensitive matters
- Experience in a healthcare or similar regulated environment preferred
- Ability to manage confidential information with discretion

What We Can Offer You:

- Full training
- A welcoming, **inclusive working environment** where all staff are valued
- **Enrolment into the generous NHS Pension Scheme**
- **Blue Light Card** eligibility for a wide range of retail and leisure discounts
- **4 weeks' annual leave**, plus your **birthday off** every year
- **Long service annual leave awards** to reward your commitment
- Regular **staff social events** to support team connection and morale
- Access to a **staff wellbeing garden area** – a quiet space to unwind and recharge
- A **confidential Employee Assistance Programme**, providing **counselling, advice, and support** for you and your **immediate family members**
- The chance to work in a **practice undergoing positive growth and transformation**, with opportunities to shape service delivery

If you are interested in this position please send your CV along with a covering letter outlining why you feel you would be suitable for this role to: FAO Mrs Michelle Tarrant, Practice Manager, The Mote Medical Practice, St Saviours Road, Maidstone, Kent, ME15 9FL or via email patient.g82076@nhs.net

Website: <https://www.themotemedicalpractice.nhs.uk/>

CLOSING DATE 1st August 2025