

IM.

D1914

BTHC/07/17

13/04/17

DOB.

DPA

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I WANT TO INFORM AND COMPLAIN  
ABOUT THE DOCTOR EN IRC BROOK HOUSE  
IS VERY RUDE AND BULLING AND  
HUMILLIATING MI. I AM VERY SICK  
I HAVE HEART PROBLEM SINCE  
20 OF SEPTEMBRE I BEN TRUT

Sensitive/Irrelevant

Sensitive/Irrelevant

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HAREFIELD en DHER TWO MONTH AND DOCTOR  
EGNOREN MI AND I AM FEELING VERY  
DESTRESS AND UPREST. NOW PLEASE  
HELP MI BECAUSE I HAVE NEDER  
OPERATION I WANT TO HAVE  
MI RIGHT. PLEASE I BEG FOR  
YOUR HELP AND THANKS FOR YOUR  
ATTENTION. THANKS

Ref no: BHHC\07\17

21/04/17

**D1914**  
Brook House IR  
Perimeter Road South  
West Sussex  
RH6 0PQ

Dear **D1914**

I am writing in response to your letter of complaint from NHS England regarding Your concerns over your treatment from the doctor in healthcare

Firstly, I do want to apologies if you were unhappy with the treatment you received. Let me reassure you that that we ensure that the utmost care is given to our detainees. I have now completed my investigation into your complaint and I am pleased to offer the following response.

However before I do so, may I take this opportunity to say how we aim to provide the highest standard of care to detainees. Complaints are always treated seriously and used as an opportunity to learn and improve services.

The investigation into your complaint was conducted by myself, Chrissie Williams, Clinical Lead. It involved me talking to those staff involved and reviewing your case records.

I am very sorry to hear that you felt the doctor was rude and was bullying you, I have spoken to the doctor regarding this and he is also sorry that you feel this way he states that he is concerned regarding your health needs and would like to see you and go through these issues with you so we can sort them out for you.

I have notice in your medical notes that you saw the doctor on 5/5/17 that you saw the doctor and spoke to regards your condition I hope this was satisfactory result for you

If you are not satisfied with our response, you have the right to take your complaint to the Health Service Ombudsman. The Ombudsman is independent of government and the NHS. You can contact their helpline on 0345 015 4033, email [phso.enquiries@ombudsman.org.uk](mailto:phso.enquiries@ombudsman.org.uk) , fax 0300 061 4000 or via post Millbank Tower, Millbank, London, SW1P 4QP. Further information about the ombudsman is available at [www.ombudsman.org.uk](http://www.ombudsman.org.uk) .

Yours sincerely

Chrissie Williams  
Clinical Lead  
Gatwick IRC'S

