

BMAC/12/17

Received 22/5

For Official Use Only

Unique Reference Number:

Case Owner Team: TNS SEA/FEA

Date Complaint Received: 21/5/17

Family Name: D606	First Name(s): D606
Date of Birth: DPA	Nationality: Mauritius.
CID Reference Number: A HO Reference Number: 1375363/ NOMIS Number: 002.	Current Location (IRC or STHF name, other): BROOK HOUSE DETENTION CENTRE
Location where the incident you are referring to in your complaint occurred (IRC, STHF, other): HEALTH CARE	
Contact details – email address and mobile telephone number: MOBILE NUMBER – DPA	

Have you previously spoken to anyone about your complaint? Yes ☒ No ☐

If 'Yes', to whom did you speak? A WING MANAGER.

Is this a complaint about healthcare services or staff? Yes ☒ No ☐

~~If your complaint is about an incident in which you were injured, the investigating officer may wish to examine your medical records.~~ Do you give permission for the investigating officer to have access to your medical records?

Yes ☒ No ☐

Please provide a telephone number/forwarding address/email address if you wish to receive a reply after you have left detention. Any reply by email will not be encrypted.

①

DPA

②

DPA

A copy of your complaint and response, unless the complaint is marked as a healthcare complaint, will automatically be shared with the Independent Monitoring Board (IMB) to allow them to monitor the way in which the complaint was handled. If you **do not wish** the IMB to see a copy of your complaint or response please tick this box: ☐

The submission of a complaint will not affect consideration of your immigration status and will not prevent you from being removed from the United Kingdom, unless it is a complaint of a serious assault and involves a police investigation.

The submission of a complaint will have no influence as to whether or not you will be transferred to another immigration removal centre.

Details of your complaint and what you would like to see done about it:

(Continue on a separate page if necessary)

Dear,
Sir,
Madam,
i have DISC problem Dr—
CHAUDARY gave me paracetamol,
and i told him paracetamol will
not cure my problem and my
back is getting worst. i can't
sleep properly, please take care
of my problem as soon as
possible. Many thanks in advance.

Signature:

Signature

Date: 20.05.2017.

PLACE COMPLETED FORM IN THE YELLOW IMMIGRATION ENFORCEMENT COMPLAINTS BOX

Ref no: BHHC/11/17
24/05/17

D606

Brook House IR
Perimeter Road South
West Sussex
RH6 0PQ

Dear **D606**

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.

In your letter of complaint it states you were unhappy the doctor had only prescribed you paracetamol for your back pain.

I spoke to the doctor involved who stated he had prescribed you Sensitive/irrelevant and requested you to acquire your general practitioner notes so he could view them.

I note that you have seen another doctor and brought your MRI results with you which you had done in France he explained to you that there is a long wait for physiotherapy But has started you on new medication and advised you to do back exercise

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 , 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 .

Yours sincerely
Chrissie Williams
Clinical Lead
Gatwick IRC'S