

Received 24/5/17

BHHC/13/17

For Official Use Only	
Unique Reference Number:	Case Owner Team:
Date Complaint Received:	
Family Name: D1440	First Name(s): D1440
Date of Birth: DPA	Nationality: <i>India</i>
CID Reference Number: HO Reference Number: <i>P1688266</i> NOMIS Number:	Current Location (IRC or STHF name, other): <i>Borvik House IRC</i> <i>Perimeter Road South</i> <i>Catwicks RH60PD</i>
Location where the incident you are referring to in your complaint occurred (IRC, STHF, other): <i>Medical Justice, Duncan Lewis (Solicitor), &</i> <i>The Case-Workers - Home Office, Health Care Managers,</i> <i>All the Staff of G4S</i>	
Contact details – email address and mobile telephone number: DPA	

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

If 'Yes', to whom did you speak?

Today Nurse

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.

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)

Respected Sir / Madam

I have complain about doctor and Nurses. When I came this centre that time I have told I am used to take three types of Medications

Sensitive/Irrelevant

- 45mg,

Sensitive/Irrelevant

Sensitive/Irrelevant

These medications finally Prescribe by the Physicist doctor in Harmondsworth Detention Centre ^(May 2016) after Five months Struggling in detention centre as my mental dieses. Then After these all medications help
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Signature: Signature

Date: 22-05-2017

PLACE COMPLETED FORM IN THE YELLOW IMMIGRATION ENFORCEMENT COMPLAINTS BOX

me ~~with~~ to keep my mind quite and happy. Also help me with sleep as well. In this Centre they start away ~~at~~ replace

Sensitive/Irrelevant

With

Sensitive/Irrelevant

From that day I am struggling. After one month Dr S. Chaudhary start reduced my tablet from **Sensitive/Irrelevant** to only 25mg.

and **Sensitive/Irrelevant** then After they cut my **Sensitive/Irrelevant** so as well. Day by day I am struggling and my mind doesn't think positive and thinking of Suicide here. One day I have eaten Washing Powder after that

Dr S. Chaudhary didn't give any medication for my throat as well. I am helpless here because of not getting medication for my mind. Right Now I am not sure I can live here more days if my medication start start. I have done so many request all nurse and doctor as well to tell my current situation, but still not get help from any body. If ~~so~~ I will be did here in future then specially Dr

S. Chaudhary ~~is responsible~~ and all Nurse staff are responsible for that.

because so many times I have request them to give my right medication for my mind and arrange Psychiatrist doctor to see me. but they still didn't do anything for me.

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So my humble request asap start
my right Meditation and treatment
for me here before I will be end
my life.

Themic A Lots

Signature

D1440



Health Services (UK Limited)

Ref no: BHHC/13/17

26/05/17

D1440

Brook House IR
Perimeter Road South
West Sussex
RH6 0PQ

Dear **D1440**

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 you have stated that you are unhappy regarding your medication and that you felt you were not getting the correct medication for your mental health and the medication to help you sleep had been stopped.

I have discussed this with the doctor and he has stated that you are prescribed medication for mental health and that it was explained to you that the sleeping medication is a addictive drug and that this not good for your health.

The mental health medications you taking is given at night which will help you sleep

You have been referred to the mental health team who felt that the emotional health group would be beneficial to you but I have noted you have only attended once. I would encourage you to continue to attend this

They also referred you to the sleep clinic which will help you relax and help your stress levels .



Health Services (UK Limited)

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