

Review 26/5 BHHC 14/17

For Official Use Only

Unique Reference Number:

Case Owner Team: NRC Solihull

Date Complaint Received: 24/5/17

Family Name: D527	First Name(s): D527
Date of Birth: DPA	Nationality: Afghanistan
CID Reference Number: Port Ref. EME/503980 HO Reference Number: K126788615 NOMIS Number:	Current Location (IRC or STHF name, other): Brook House IRC
Location where the incident you are referring to in your complaint occurred (IRC, STHF, other): Home Office, Duncan Lewis (Solicitor), Healthcare, NHS, Medical Justice	
Contact details – email address and mobile telephone number: DPA DPA	

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

If 'Yes', to whom did you speak? Immigration officers in
Detention Centre

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) In Dec. 2016
Moston Hall Detention Centre I have
problem in leg, and ~~show~~ told in health
care there. Then After I also suffering
pain in my leg and I feel like
broken my joint. In Brook House
IRC in April 2017 I went for
X-Ray outside but still there report
will not come here. and I
haven't got medication right now.
I have too much pain when I
am walking, sitting and sleeping as
well. So my humble request please
tell healthcare staff they will cure
me properly and give proper medication.
only paracetamol - they are giving
is not sufficient.

Thanks A Lots

Signature

Signature:

Date: 22/05/2017

PLACE COMPLETED FORM IN THE YELLOW IMMIGRATION ENFORCEMENT COMPLAINTS BOX

Ref no: HHHC/14/17

01/06/17

D527

Brook House IR
Perimeter Road South
West Sussex
RH6 0PQ

Dear **D527**

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

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 stated that you were suffering from pain in your leg and you had not been given any pain relief medication and we had not received any results from your X ray which you had done.

I Have noted you were given Sensitive/irrelevant which is a strong analgesia at the same time as a request was put in for an x ray.

However I apologize for the long delay in us getting your results back this is not acceptable I will arrange that in future results will be chased within a few days of having the initial x rays so this does not happen again.

I am pleased to say that we now do have the results and there is no fracture or any abnormality seen.

Regarding further pain relief I note that you have been advised to take paracetamol from the wings if you wish to discuss your x ray results and pain relief I would advised you to attend the nurses clinic and for them to book a doctor appointment.



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