

BHHCB3/117

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|---|---|
| Family Name:<br><b>D259</b>   | First Name(s):<br><b>D259</b>               |
| Date of Birth:<br><b>DPA</b>  | Nationality:<br><b>JAMAICA</b>              |
| CID Reference Number:<br>HO Reference Number: <b>C457944</b><br>NOMIS Number:                   | Current Location (IRC or STHF name, other): |
| Location where the incident you are referring to in your complaint occurred (IRC, STHF, other): |   |
| Contact details – email address and mobile telephone number:                                    |   |

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

If 'Yes', to whom did you speak?

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 the response, unless marked as a healthcare complaint, will automatically be shared with the Independent Monitoring Board (IMB) responsible for the facility you are detained in 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: ☐

I WANT EVERYONE TO SEE THIS

**D259**

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)

PLEASE HELP  
ME if you CAN. I AM 56 years  
OLD I NEED TO GET AN  
OPPRAYTIO SUFFERING from  
HERNER or UNER in my  
BOOLS BAG or GRINE  
WHAT HERER ITS IS. WENT  
TO THE Docoter He TOLD ME  
THAT IT WAS REFFER ITS  
BEEN over one year sick with  
PROBLEM CANNOT WALK PePe  
CAFF SLEEP PASSWIN. HELP ME  
GOD NAME

Signature:

**Signature**

Date: 03-09-2017

PLACE THE COMPLETED FORM IN THE YELLOW IMMIGRATION  
ENFORCEMENT COMPLAINTS BOX



Health Services (UK Limited)

Ref no: BHHC/2017

08/09/17

**D259**

Brook House IR  
Perimeter Road South  
West Sussex  
RH6 0PQ

Dear **D259**

I am writing in response to your letter of complaint from NHS England regarding Your concerns over your treatment from healthcare at 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 pain from your hernia in your groin and that you had this problem for over a year. You had seen the doctor at Brook and you stated he had referred you the hospital.

I have spoken to the doctor and checked your medical records you did see the doctor on 13<sup>th</sup> August 2017 and he examined you and he did refer to the hospital the same day he saw you I assure you we have received a letter from the hospital and you do have an appointment with consultant very soon

Regarding your pain I have noted the doctor had prescribed you pain relief and that you had been reviewed again by on 6<sup>th</sup> September 13, 2017 and that he advised you to continue with taking Paracetamol.

If you continue to have pain please attend health so we review 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





Health Services (UK Limited)

[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





DHAC/27/17

Healthcare Manager

Brook House IRC

Gatwick RH6 0PQ

**DPA**

September 21<sup>st</sup> 2017

To whom it may concern,

I am writing to raise concerns about a detainee, **D921**, receiving inadequate healthcare. I enclose a note signed by **D921** affirming that I have permission to discuss his health with Brook House staff.

Firstly, **D921** has constant pain in his stomach which prevents him from sleeping. When he was detained at Harmondsworth, the doctor told him he would be taken for an MRI to diagnose the problem. He was moved to Brook House shortly thereafter, and the healthcare staff at Brook House are not treating or attempting to diagnose him. He says he is being given gaviscon tablets for what is clearly a serious long-term health problem.

Secondly, **D921** has not been allowed to see a psychiatrist since he was moved to Brook House. He suffers from very serious anxiety and depression, and takes several types of medication. He says that for six weeks the staff have been telling him that an appointment with a psychiatrist will be arranged, but he has not yet been given an appointment.

These are breaches of **D921**'s right to healthcare while in detention. Please contact me as soon as possible to tell me how these problems will be rectified. You can reach me on 07845 680079. If these issues are not addressed, I will pursue this complaint with the Prison and Probation Ombudsman.

Yours sincerely,

**Signature**

Georgia Mulligan





BHHC/24/17

27/09/17

Brook House IR  
Perimeter Road South  
West Sussex  
RH6 0PQ

Dear Madam

I am writing in response to your letter regarding your concerns raised about **D921**

I like to inform you we are aware of **D921** medical conditions he has been seen by a doctor and psychiatrist

He has been referred to the appropriate services at the hospital.

If you have any further concerns do not hesitate to contact me or if wish you can pursue your complaint with NHS England

Yours sincerely

Chrissie Williams  
Clinical Lead  
Gatwick IRC'S

