

Our Ref. 21-22/9715

Private and Confidential

Michael Burdette-Deakin
22 Shrub House Close
Beck Row
Bury St Edmunds
IP28 8AN

mjburdette-deakin@hotmail.co.uk

Trust Management

1st Floor Admin

Hellesdon Hospital
Drayton High Road
Hellesdon
Norwich
NR6 5BE

Customer Service Team Telephone: 01603 421486

29 April 2022

Chair: Zoë Billingham
Chief Executive: Stuart Richardson

Dear Mr Burdette-Deakin

Your complaint dated 19 October 2021

Further to your complaint dated 19 October 2021, I am pleased to confirm we have completed the investigation into the concerns you have raised. Below you will find the details of the investigation which I have reviewed and the responses to the issues you raised. I would like to thank you for taking the time and trouble to raise these issues with us and to apologise for the distress this has caused. I believe feedback through complaints is critical to improving the services we provide.

The investigation was undertaken by James Nilsen-Clarke, Operational Lead for Mental Health in Primary Care in West Suffolk. As part of the investigation, James has reviewed your health record and spoken to staff members. Please accept my apologies for the delay in responding to your complaint; we have been experiencing staff shortages which have impacted upon our ability to respond to complaints promptly for which I am sorry.

Investigation Report and Findings:

Please let me reassure you that, whilst we acknowledge the perceptions of those organisations who share information with us, including the police, we do not make evidence-based decisions based on third party information. Our information and outcomes are based on the interactions and assessment that takes place through our own interactions with individuals and how they share their life stories. Additionally, a Consultant Psychiatrist will make an informed decision on an individual's diagnosis based on the information provided and their own observations during the interactions that the individual has with them. Our medics are highly skilled professionals who have undergone training to diagnose and prescribe treatments that are necessary. These diagnoses can be disputed through discussion with the medic, and we can arrange for such a discussion to take place should you wish. If you are still not able to come to an agreement regarding your diagnosis and treatment it is your right to request a second opinion, which we would also be happy to arrange. Please do contact the Customer Service Team if you would like to explore these options.

I hope that the Trust has addressed all your concerns fully, but I appreciate you may have further questions or comments. If so, please contact the Customer Service Team, on 01603 421486. We will be happy to consider whether we are able to provide a further response or whether the next stage will be raising your concerns with the Parliamentary and Health Service Ombudsman (PHSO).

The PHSO is independent of the government and the NHS. Their service is confidential and free. There are time limits for taking a complaint to the PHSO, although they can waive them if they think there is a good reason to do so. If you have any questions about whether the PHSO will be able to help you, or about how to make a complaint, you can contact their helpline on 0345 015 4033 between 8.30am and 5.30pm Monday to Friday, email phso.enquiries@ombudsman.org.uk or fax 0300 061 4000. Further information about the PHSO is available at www.ombudsman.org.uk.

There is an online form to make it easier to refer your complaint to the PHSO. This captures all the information needed for the PHSO to start looking at a complaint. You can find the form at: www.ombudsman.org.uk/make-a-complaint.

You can write to the PHSO at:

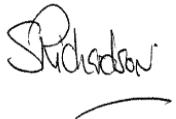
The Parliamentary and Health Service Ombudsman
Millbank Tower
Millbank
London
SW1P 4QP

If you require help and support with your complaint, Norfolk & Suffolk residents can contact POhWER who are an independent organisation. They can be contacted on 0300 456 2370 or visit www.pohwer.net/nhs-complaints-advocacy.

Feedback on complaints

To support the Trust's review and development of the complaints process we would like to invite you to provide feedback of your experience. You can complete our form online via the following link <https://forms.office.com/r/eDzZFSrWw>. Please contact the Customer Service Team if you would like us to send you a paper copy.

Yours sincerely



Stuart Richardson
Chief Executive