



Mohini Hersom <spaniel.golden@gmail.com>

Complaint about Theale Medical Centre

Mohini Hersom <spaniel.golden@gmail.com>
To: bobibc.palscomplaints@nhs.net

Thu, Mar 28, 2024 at 2:59 PM

Dear Madam

I was told arrogantly by the receptionist she would not tell me if my father K Venkataramanan 18.1.1934 is alive or dead because I am not allowed to contact my sister, Viju Wortley. People with no understanding and never having suffered should not find themselves in positions of authority to kick people the system did not smile on. I am sure the doctors, who go by the name of Rock, would deal with this matter with greater emotional maturity. But I cannot send a message to the doctors as this lovely lady said she cannot let me speak to the Practice manager, as she is "busy, call after some days". The latter called Lottie Blake gave an email address day-before-yesterday, it bounced from protonmail, yandex, and gmail. Perhaps it is super-secure and configured not to emails other than what they have already whitelisted, I printed and posted the email to Drs Mr and Mrs Rock yesterday. I understand the Practice Manager may throw away the letter, you see

normally the GPs dont take direct messages, unless you are the patient, and in a sure emergency.

I have taped this lady today who is extremely rude and conceited; but I suppose nobody likes physical evidence of bad treatment, as it is the custom to take a lady's word as the ultimate evidence.

Thank you

Mohini Hersom

+44 7706 554 261