



Mohini Hersom <spaniel.golden@gmail.com>

RE: Complaint about Theale Medical Centre

1 message

PALSCOMPLAINTS (NHS BUCKINGHAMSHIRE, OXFORDSHIRE AND BERKSHIRE WEST INTEGRATED CARE BOARD) <bobicb.palscomplaints@nhs.net>Fri, Apr 5, 2024
at 10:34 AM

To: Mohini Hersom <spaniel.golden@gmail.com>

Dear Mohini,

Thank you for your email and voice messages received by the Patient Advice Liaison Service (PALS) for NHS Buckinghamshire Oxfordshire and Berkshire (West) Integrated Care Board (BOB ICB)

We are sorry to read of your concerns regarding the Theale Medical Centre in relation to your father. We would like to thank you for contacting us, with your experience which has been recorded and will be reviewed in an anonymous format at the Commissioning for Quality meeting to help improve the healthcare services offered to our patients and to influence a good clinical outcome and patient experience.

As your concerns relate to the Theale Medical Centre, please can you provide us with your consent so we can forward the email of complaint on your behalf to the practice manager to investigate the matter and respond directly to you.

We would like to thank you for bringing this matter to our attention and If we can be of any further assistance please do not hesitate to contact me.

Kind Regards

Haleema

Haleema Sadia

PALS and Complaints Officer - BOB Integrated Care Board (ICB)

Tel: 0800 328 5640|Direct Tel: 01296 58 7278 Email: haleema.sadia7@nhs.netweb: <https://www.bucksoxonberksw.icb.nhs.uk/oxfordshire/>

#helpushelpyou

From: Mohini Hersom <spaniel.golden@gmail.com>**Sent:** Thursday, March 28, 2024 3:00 PM

To: PALSCOMPLAINTS (NHS BUCKINGHAMSHIRE, OXFORDSHIRE AND BERKSHIRE WEST INTEGRATED CARE BOARD) <bobicb.palscomplaints@nhs.net>
Subject: Complaint about Theale Medical Centre

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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

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