



Mohini Hersom &lt;spaniel.golden@gmail.com&gt;

**Re: Complaint about Theale Medical Centre**

1 message

Mohini Hersom &lt;spaniel.golden@gmail.com&gt;

Tue, May 7, 2024 at 4:15 PM

To: "PALSCOMPLAINTS (NHS BUCKINGHAMSHIRE, OXFORDSHIRE AND BERKSHIRE WEST INTEGRATED CARE BOARD)" &lt;bobicb.palscomplaints@nhs.net&gt;

## Dear Madam

I have been very depressed about the callous behaviour.

You have replied to me on 5th April and in fact I thought you had not replied, and did not look properly thru my emails. I certainly authorise you to forward my complaint sent by email to Theale Medical Surgery Practice Manager.

The receptionists are not legally qualified and there is an injunction to not contact my sister, based on a trumped up conviction by my sister long ago. This becomes questionable as my father has become too incapacitated to live on his own and is under the same roof as my sister.

My sister has a legal and moral obligation to divulge the health status and if he passes away, as he is a common father to both of us and does not fulfil such a basic obligation. Even police were shocked and thought a quick facebook message exchanged with the sister should be acceptable.

Ultimately the father must say what he wants and I seriously doubt he told the medical secretary I don't know if my father is alive or dead. While he does not have dementia - I assume he is alive - I am sure he does not have

freedom to use his phone and sister tells lots of lies too- he is very old and weak. Physically and mentally under her control, and being upper class, prefers to rely on family than social services/ Lack of entry into the UK

(for me) also is solely at the sisters discretion. So we have only one "bad actor" here, my sister. None of this is

relevant to treating me like dirt, keeping it a secret if my father is alive or dead. Also I feel doctor ROCK has a #moral obligation to either take the phone call or send a message to me via the receptionist.

My father's Mr KV's mobile phone is 07757 491 353. He has been dead to me for over a month, so please call him.

Sister refused my registered post addressed to father and did not open the door when an Indian Tamil friend rang their doorbell to speak to Mr KV on 24 April 2024, he left a note for my Dad. Her conduct is not proper.

Medical surgery is not supposed to treat me like dirt.

Mohini

On Thu, May 2, 2024 at 11:37 AM PALSCOMPLAINTS (NHS BUCKINGHAMSHIRE, OXFORDSHIRE AND BERKSHIRE WEST INTEGRATED CARE BOARD) <bobicb.palscomplaints@nhs.net> wrote:

Dear Mohini,

Thank you for your voice message, I have today tried to contact you today and left a voice message on the mobile number provided.

As explained in my voice message I did respond to your email on 5 April 2024 please see email below, as we required your consent in this matter to forward your complaint to the practice manager who can investigate your concerns and will respond directly to you.

I will await your response, or you can contact me directly to discuss this matter further on 0800 3285640.

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.net](mailto:haleema.sadia7@nhs.net)

web: <https://www.bucksoxonberksw.icb.nhs.uk/oxfordshire/>



#helpushelpyou

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**From:** PALSCOMPLAINTS (NHS BUCKINGHAMSHIRE, OXFORDSHIRE AND BERKSHIRE WEST INTEGRATED CARE BOARD) <[bobicb.palscomplaints@nhs.net](mailto:bobicb.palscomplaints@nhs.net)>  
**Sent:** Friday, April 5, 2024 10:35 AM  
**To:** Mohini Hersom <[spaniel.golden@gmail.com](mailto:spaniel.golden@gmail.com)>  
**Subject:** RE: Complaint about Theale Medical Centre

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.net](mailto:haleema.sadia7@nhs.net)

web: <https://www.bucksoxonberksw.icb.nhs.uk/oxfordshire/>



#helpushelpyou

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**From:** Mohini Hersom <[spaniel.golden@gmail.com](mailto: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](mailto: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

+44 7706 554 261

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This message may contain confidential information. If you are not the intended recipient please:  
i) inform the sender that you have received the message in error before deleting it; and  
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