



Mohini Hersom <spaniel.golden@gmail.com>

RE: Complaint about Theale Medical Centre

1 message

TMC (THEALE MEDICAL CENTRE) <bobicb-bw.tmc@nhs.net>
To: "spaniel.golden@gmail.com" <spaniel.golden@gmail.com>

Fri, May 10, 2024 at 11:39 AM

Hello,

I have been passed your concerns from PALS regarding your father.

As a member of my team has discussed previously.

We would need to have written consent from your father ,giving his consent to speak to you or communicate with you on his behalf.

Without this, I am unable to provide you with any further information.

Many Thanks

Lottie Blake

Theale Medical Centre

From: PALSCOMPLAINTS (NHS BUCKINGHAMSHIRE, OXFORDSHIRE AND BERKSHIRE WEST INTEGRATED CARE BOARD) <bobicb.palscomplaints@nhs.net>

Sent: Friday, May 10, 2024 10:27 AM

To: TILLEY, Justine (THEALE MEDICAL CENTRE) <justine.tilley@nhs.net>; TMC (THEALE MEDICAL CENTRE) <bobicb-bw.tmc@nhs.net>

Subject: FW: Complaint about Theale Medical Centre

Dear Justine,

We have been contacted by the complainant below who wishes to raise concerns relating to her father s care.

It seems she may have contacted you directly in this matter, please see email trail below and that we have received her consent to forward this email of complaint to you to investigate and respond directly to her.

Please can you confirm receipt of my email.

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

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



#helpushelpyou

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

Sent: Tuesday, May 7, 2024 4:16 PM

To: PALSCOMPLAINTS (NHS BUCKINGHAMSHIRE, OXFORDSHIRE AND BERKSHIRE WEST INTEGRATED CARE BOARD) <bobicb.palscomplaints@nhs.net>

Subject: Re: Complaint about Theale Medical Centre

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Yes, please go ahead.

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)

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#helpushelpyou

From: PALSCOMPLAINTS (NHS BUCKINGHAMSHIRE, OXFORDSHIRE AND BERKSHIRE WEST INTEGRATED CARE BOARD) <bobicb.palscomplaints@nhs.net>
Sent: Friday, April 5, 2024 10:35 AM
To: Mohini Hersom <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

web: <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

You don't often get email from spaniel.golden@gmail.com. [Learn why this is important](#)

This message originated from outside of NHSmail. Please do not click links or open attachments unless you recognise the sender and know the content is safe.

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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