



**James Patrick Saint**

6 Brunswick Place, Emsworth, Hampshire, PO10 7UB

+44 (0) 7544 405 471 - james@jamessaint.com

Mrs Sally Prior  
Complaints Manager  
Emsworth Medical Surgery  
North Street  
Emsworth  
PO10 7DD

Thursday, 13 June 2024

---

**SUBJECT: FORMAL COMPLAINT REGARDING BREACH OF CONFIDENTIALITY**

Dear Mrs Prior;

I am writing to formally lodge a complaint regarding a serious breach of confidentiality within your medical practice. I have substantial reason to believe that my personal medical records have been accessed and discussed inappropriately by members of your administration staff, and that this breach has been condoned or facilitated by the Practice Manager and/or other administrative staff.

On Friday, 7th June 2024, I attended an appointment at 14:40 with my GP, Dr. H Morgan. During this appointment, I expressed serious trust concerns regarding the expected levels of care from the practice. Dr. H Morgan then called for the Practice Manager, Mrs. K Hope, to join us in the consultation room.

Dr. Morgan introduced me as James (or Mr. Saint), and we began to discuss my concerns regarding my care from the practice, specifically:

1. The loss of trust in both GPs, Dr. William Denby and Dr. H Morgan, and the wider Emsworth Medical Practice administration staff.
2. A referral to a Social Prescriber, with whom I have never had contact.
3. A colorectal referral in July 2023, for which I had not received any further information other than a phone call in November 2023 from Dr. Morgan advising me that I was not being referred for an examination but for a consultation with a consultant over the phone before any referral (if deemed necessary) for an examination would be made.
4. My experience with the Covid vaccination and the complete dismissal of my concerns raised with Dr. H Morgan in June 2023. I felt too scared to contact the surgery while experiencing severe side effects due to longstanding fears and suspicions about a neighbour employed at the surgery. Encouraged by Police Victim Support, I provided a letter by hand requesting it be placed in my medical records and seeking further investigations.

Within moments of sitting down in the consultation room to discuss these points, Mrs. K Hope, whom I had never met or spoken to before, said (in the presence of Dr. H Morgan), "I think I know what this is about," while giving me a look of derision.

At this point, my belief that a member of the administration staff at Emsworth Medical Surgery had maliciously accessed my medical records to find out information about me was confirmed. I became aware that I had been subject to discussion and gossip among the wider staff members, family, friends, and neighbours.

I believe this because, during an incident where I was threatened and had very private and personal information shouted at me, causing 'fear and/or provocation of violence,' the Police subsequently issued a Section 4 Public Order; 'Community Resolution Order' requiring attendance at a 'Victim Awareness Course' following the initial incident on 21st May 2024.

I had long suspected potential malicious activity with respect to my medical records being accessible and accessed as a means to uncover information about me, following longstanding and repeated threats of violence against me further to noise complaints regarding a neighbouring property. This has caused me considerable distress and undermined my trust in the practice's ability to handle my personal and medical information with the required level of confidentiality and professionalism.

The following points outline my specific concerns:

1. Unauthorised Access: I suspect that my medical records have been accessed without a legitimate reason.
2. Malicious Intent: I believe that information from my records has been shared with other staff members and potentially others, for purposes unrelated to my medical care.
3. Breach of Trust: This breach has caused me physical and emotional distress and led me to seriously question the integrity and confidentiality protocols of your practice.

Given the seriousness of these allegations, I request the following actions be taken:

1. Immediate Investigation: Conduct a thorough investigation into the unauthorised access and dissemination of my medical records.
2. Formal Response: Provide me with a detailed written response outlining the findings of the investigation and any actions taken as a result.
3. Data Protection Measures: Review and reinforce your practice's data protection policies and training to ensure that such breaches do not occur in the future.
4. Compensation for Distress: Consider appropriate compensation for the distress and inconvenience caused by this breach.

I expect a written acknowledgment of this complaint within seven days and a detailed response within 28 days. If this matter is not addressed to my satisfaction, I will not hesitate to escalate my complaint to NHS England/ICB, the Information Commissioner's Office (ICO), and other relevant authorities.

I trust that you will treat this matter with the urgency and seriousness it deserves and look forward to your prompt response.

Yours sincerely,

A handwritten signature in black ink, consisting of a series of fluid, overlapping loops and strokes, extending horizontally across the page.

James Patrick Saint