

To: Kimberley Walsh's Oversight

Subject: Urgent Request for Escalation: Serious Procedural Misconduct by Kimberley Walsh and Notification of Pending Legal Action

Date: 21 August 2025

Case Reference: 2503-2203041 - KW. NHSE:0834376

Please note: this is a **fraudulent case reference**, as the complaint was first submitted in **April 2024**, not 2025. All calls to NHS Complaints were **recorded, logged, and transcribed**, and make clear that the case began when I first raised this matter following the death of my best friend — not when NHS England eventually conceded their responsibilities. The claim that this case only began in **March 2025** — when NHS Complaints finally admitted that TransPlus was an NHS-commissioned service and not a Tavistock creation — does not entitle you to **retroactively redefine the start date** based on your delayed legal comprehension. The timeline begins at the moment I brought this to you, not when you finally acknowledged your duty.

Dear NHS England Casework Team,

I am writing to formally escalate a matter of grave concern regarding the conduct of one **Kimberley Walsh**, a representative within your complaints handling service, whose actions have caused significant personal distress, procedural sabotage, and likely reputational damage to NHS England.

Following her **unsolicited email contact** and the subsequent **scheduled phone call of 25 July 2025 at 14:00**, which I made explicitly clear should not proceed without prior written agreement, I have now compiled a **55-page legal report** documenting multiple breaches of conduct. This report will be submitted as part of my main legal case against NHS England, and **personal damages arising from this call and associated actions will be referred directly to Kimberley Walsh for appropriate redress** in line with her personal responsibility.

Summary of Serious Failures by Kimberley Walsh

Kimberley Walsh's conduct over the course of the 32-minute phone call—none of which addressed the substance of my complaint—has been **objectively and verifiably abusive**. This is not a matter of interpretation. It includes, but is not limited to:

1. Knowingly Submitting False Evidence to NHS Legal

Kimberley Walsh submitted a **fictitious "timeline of complaint events"** to NHS Legal, **without contacting me**, and admitted that the content was not based on evidence but was instead:

"facts from the case I had access to" and later "just an estimation and a guess."

This reckless fabrication **misrepresents the chronology of a 20-year wait for gender-affirming care**, and poisons the internal NHS record with damaging inaccuracies. The legal implications are severe: **misrepresentation of evidence to a legal department constitutes misconduct**.

2. Deliberate Refusal to Correct the False Record

Despite being provided evidence of her error and being directly requested to send a correction, Kimberley Walsh instead offered to tell NHS Legal:

“you feel like the timeline is incomplete,”

—thus reframing an objective fact as an emotional reaction. This constitutes **intentional misrepresentation** and **procedural gaslighting**.

3. Misuse of Personal Data Without Consent

Kimberley Walsh accessed and acted upon sensitive case material **without my consent**, and did so **in defiance of my instruction not to engage in direct communication**. This access — for the purpose of issuing a false legal submission — was both **unauthorised and harmful**.

4. Obstruction of Access to TransPlus and Gender-Affirming Care

At no point during the 32-minute call did Kimberley Walsh acknowledge my diagnosis, my rights under the NHS Constitution, or the confirmed findings of systemic failure. Instead, she deflected all questions, refused to escalate to TransPlus, and enabled continued **delay and denial of care**, despite a waiting period of over two decades.

This is tantamount to **gatekeeping**, and may constitute **disability discrimination and medical neglect** under the Equality Act 2010 and NHS safeguarding standards.

5. Retaliatory Closure of the Call and Verbal Dismissal

When confronted with evidence, Kimberley Walsh terminated the call abruptly with:

“Okay, so there’s nothing further I can help you with today... Take care.”

[Call ends. No resolution.]

This was a **retaliatory shutdown** and a clear act of **procedural evasion**. It occurred after I identified her legal failings — and reflects the behaviour of an employee **unwilling to engage with the truth** of a complex discrimination case.

Illegality and Procedural Breaches by Kimberley Walsh (NHS England Contact Centre)

1. Fraudulent Misrepresentation of Case History

- **Claimed the complaint began in March 2025**, despite:
 - Multiple documented and transcribed calls from **October 2023 through March 2024**.
 - Internal records confirming the complaint was already under discussion.
- **Submitted a falsified timeline to NHS Legal** without consulting Maya, knowingly omitting key data.
 - **Legal breach**: Could constitute **fraud by false representation** under the Fraud Act 2006, particularly if done to obstruct care or mislead legal advisers.
 - **Breach of NHS complaint procedure**: Fabrication of case chronology undermines the duty of transparency.

2. Breach of Confidentiality and Autonomy

- Created and submitted an internal report regarding Maya's case **without any input or consent**.
- Attempted to frame the timeline dispute as a matter of Maya's "*feelings*" rather than factual inaccuracies.
 - **Violation of patient autonomy**: NHS staff must involve complainants in material decisions about complaint documentation.
 - Could breach **GDPR Article 5(1)(d)** (data must be accurate and up to date).

3. Negligent Handling of a Medically Sensitive Case

- Took over a complex case involving over 20 years of medical neglect **without reading past documentation**.
- Refused to acknowledge existing medical diagnosis (2005), then **suddenly accepted it under pressure**, confirming she was previously operating in ignorance.
- Demonstrated lack of clinical literacy, referring to a confirmed diagnosis as something she cannot acknowledge due to not being "clinically trained" — **despite managing a transgender healthcare complaint**.
 - Potential violation of **NHS England's Duty of Candour and Fitness to Practise standards**.
 - Constitutes **reckless endangerment** of a vulnerable patient.

4. Obstruction of Legal Process

- Claimed she could not copy Maya into communications with NHS Legal, while simultaneously:
 - **Circulating false information about Maya without her knowledge**.
 - **Refusing to retract or correct the false timeline** unless Maya *first* submitted your own.
- This behaviour may constitute **obstruction or perversion of a complaint process**, particularly given the death of Maya's friend and the documented risk of continued psychological harm.
 - In cases where this contributes to denial of care, it may also violate **Article 8 of the Human Rights Act** (right to private life and dignity in healthcare).

5. Gaslighting and Psychological Harm

- Suggested that:
 - The timeline she created was "just an estimate" — **after submitting it to NHS Legal as fact**.
 - Maya was told she was "free to feel" it was incorrect, reducing Maya's fact-based objection to a matter of emotion.
- Attempted to end the call **without discussing Maya's actual case**, hanging up abruptly when confronted.
- This behaviour reflects **abuse of power, procedural gaslighting, and psychological mistreatment**, especially harmful in a case of transgender healthcare following bereavement.

6. Misuse of NHS Systems and Contact Restrictions

- Sent unsolicited emails and scheduled calls **despite being told explicitly not to contact Maya** via email, something she continues to engage upon, for some personal satisfaction.
- This may constitute:
 - **Harassment under the Protection from Harassment Act 1997**.

- **Breach of NHS reasonable adjustments duty** (Equality Act 2010), especially if a communication preference was in place due to disability or distress.

7. Failure to Prevent Further Harm

- After acknowledging that the case involved **denial of transgender healthcare over 20 years**, including **loss of life**, **she took no urgent action**, and:
 - Did not escalate to safeguarding or serious incident review.
 - Continued administrative delays and misstatements.
 - Breach of **NHS Duty to Preserve Safety and Prevention of Future Deaths** obligations (especially post-Alice Litman / Sophie Williams PFD reports).
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Request for Immediate Action

In light of the above, I request the following actions without delay:

1. **Kimberley Walsh must be immediately removed from all access to my case and personal data.**
2. **She must be prohibited from all future communication with me.**
3. **A referral to NHS England Legal and Governance teams** should be made for full investigation into her procedural misconduct.
4. Kimberley Walsh should be **formally suspended from any public-facing or case-handling role** pending internal review.
5. A senior caseworker or legal lead must now take responsibility for ensuring my documented evidence is reviewed and **all fabricated records withdrawn from the case file.**

Given the gravity of Kimberley Walsh's actions — including the falsification of timelines, obstruction of legal process, continued unsolicited contact after being instructed not to, and negligent handling of a medically sensitive case involving death and long-term denial of care — I am now compelled to take the following steps in the interest of transparency, accountability, and public protection:

Public Disclosure and Transparency Measures

There is now a **public-facing website and documentary archive** that details:

- Kimberley Walsh's **full call transcripts**, with analysis of:
 - Every breach of law and procedure.
 - Every deliberate deflection, delay, and instance of psychological harm.
- All email communications tied to **Case Ref: 2503-2203041 – KW. NHSE:0834376**, which was fraudulently generated in 2025 to obscure the true start date of the complaint in 2024.
- A **detailed interactive timeline** of NHS England's actions, highlighting points where patients were harmed and endangered, including the death of my friend, who was denied healthcare during the same timeframe.
- A **breakdown of failures in safeguarding protocols**, showing how institutional delays and fabricated records directly obstructed critical care access.

This archive serves both as a **resource for other patients** and a **permanent record for regulatory bodies, legal reviewers, and elected officials.**

Immediate Cease-and-Desist Notice

Kimberley Walsh must:

- **Cease all communication** with me, immediately and permanently.
- Be **prohibited from access to patient-facing casework** until a full review of her actions is undertaken by an independent authority.
- Be **formally investigated** for her role in circulating false information to NHS Legal and obstructing my access to care.

If NHS England fails to enact these protective measures, I will have no choice but to refer this matter to:

- **The Parliamentary and Health Service Ombudsman (PHSO)**, with whom I already have an open file regarding NHS England's failures to address this complaint properly.
- **The Information Commissioner's Office (ICO)**, regarding the misuse of my data, the fabrication of my case timeline, and the dissemination of false records.
- **The General Medical Council (GMC) and clinical safeguarding bodies**, for permitting non-clinical, unqualified individuals to interfere with cases involving suicide risk, long-term care denial, and diagnosed gender dysphoria.
- **The Parliamentary Joint Committee on Human Rights**, to report ongoing NHS breaches of the **Human Rights Act 1998**, including Article 8 (right to private and family life) and Article 14 (prohibition of discrimination).
- **The Equality and Human Rights Commission (EHRC)**, given the pattern of discriminatory denial of healthcare to transgender individuals, particularly following the deaths of Alice Litman and Sophie Williams.
- **My local Member of Parliament**, who will receive a full briefing and evidence file regarding:
 - The falsification of NHS documents.
 - The continued abuse of transgender patients by internal NHS staff.
 - The deliberate evasion of legal and safeguarding responsibility.

Closing Notes

NHS England cannot claim ignorance. Kimberley Walsh has confirmed she was aware of my diagnosis and the seriousness of the complaint — yet chose to misrepresent facts to legal teams, fabricate a complaint start date, and hang up mid-call without once addressing the substance of the case. This is not simply mismanagement. It is **a systemic failure facilitated by an individual unfit for casework of this gravity**.

Kimberley Walsh's conduct during this call reflects a **dangerously uninformed, authoritarian, and negligent approach** to complaint handling. Her misuse of power — combined with her refusal to engage with documented facts — creates **a significant safeguarding risk**. It is my duty to ensure no other patient, especially those in vulnerable positions, is exposed to this form of institutional cruelty.

I will be proceeding with full documentation and evidence, and will continue to ensure that no further patients are harmed by NHS England's refusal to intervene. How — in a case involving over **20 years of denied gender-affirming care**, confirmed medical diagnoses, and a history of systemic obstruction — was **someone like Kimberley Walsh** deemed appropriate to take over the case?

Following the absence of Kerry Green (formerly Kerry Martin) due to sickness, I had every reasonable expectation that a **supportive, experienced, and clinically aware staff member**

would be allocated — someone capable of engaging with compassion, legal accuracy, and an understanding of the immense psychological burden this case carries.

Instead, NHS England handed my case to an individual who:

- Fabricated a timeline and misrepresented it to legal teams without ever contacting me.
- Hung up mid-call without discussing a single substantive issue.
- Ignored all prior correspondence and trauma despite knowing the context.
- Attempted to reframe my 2024 complaint as a 2025 issue, after the death of someone close to me.
- And above all, showed **no awareness of the human weight of what this case represents.**

This decision does not reflect human values. It reflects systemic abandonment, dressed as bureaucratic procedure.

A full legal report and evidence bundle will follow shortly.

Yours sincerely,

A handwritten signature in black ink, appearing to be 'Maya Patterson', with a stylized, flowing script.

Maya Patterson

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