

Tavistock Centre

120 Belsize Lane

London NW3 5BA

+44 (0)20 7435 7111

<https://tavistockandportman.nhs.uk>

Ref: T23758

Sent by email to: [pdmpemail@gmail.com](mailto:pdmpemail@gmail.com)

19<sup>th</sup> September 2024

Dear Peter,

I am writing in relation to your recent emails with the Tavistock and Portman NHS Foundation Trust following your receipt of the Trust response to your complaint dated 26<sup>th</sup> February 2024. I also understand you have attended meetings with senior members of our staff team including Clare Scott, Chief Nursing Officer, Dr James Barratt, GIC Clinical Lead Consultant and Hector Bayayi, Divisional Director. This letter sets out a timeline of the Trust's response to your complaint, the subsequent meetings and communication with you and how the Trust will respond to future communication with you.

### **Your Complaint Concerns**

In summary, your complaint dated 9<sup>th</sup> November 2023 contained 5 key lines of enquiry including:

1. The support provided to you from the Gender Identity Clinic (GIC) whilst you were awaiting an appointment, including your concern about the length of the waiting list.
2. The Red Letters that were sent from our Gender Identity Clinic (GIC) team to your GP, and the process that preceded that. This included your request to rescind these letters and the expectation of an apology letter as well.
3. The approach of the Interim Complaints Manager, and specifically the phone calls during the week of Monday 6<sup>th</sup> November 2023 to Friday 10<sup>th</sup> November 2023, including your concern that you were misgendered during these calls, and that the Interim Complaints Manager was intervening in patients' medical care.
4. The concern about the conduct and approach of our staff overall and that we are creating a deliberately hostile atmosphere and malicious behaviour against transgender patients.

5. The issue regarding a phone number was not recorded correctly by administration staff.

The Trust responded to your complaint in a letter dated 26<sup>th</sup> February 2024.

### **1<sup>st</sup> post complaint response meeting on the 5<sup>th</sup> April 2024**

Following your receipt of the Trust response and the subsequent email exchanges between yourself and Clare Scott, Chief Nursing Officer, you agreed to meet with Ms Scott and Dr James Barrett, Clinical Lead Consultant, GIC. That meeting took place via Teams on Friday 5<sup>th</sup> April 2024 as part of the Trust's final stage of the complaint's resolution process.

The Trust's notes of that meeting record that you had emailed an agenda to Ms Scott and Dr Barrett prior to the meeting. Whilst you did not wish to specifically discuss the complaint, your agenda proposed that the first half of the meeting focus on a referral to the Trans Plus service. The meeting notes record that Dr Barrett explained the rationale for transfer to Trans Plus and that this was completed in bulk transfers intermittently at the direction of the NHSE and that the GIC service did not have any control over when the batch transfers were requested and which patients would be included in those transfers.

In regard to your concerns regarding the Complaints team, Ms Scott explained that historically, there had been challenges but the team had been working to introduce a clearer complaint investigation format focused on learning from complaints. You did not want to raise any further complaints and you informed the meeting that the GMC would investigate concerns that were of a more serious or greater priority. You were advised that you would need to decide about the next steps because after that meeting, you would have exhausted the complaints process internally but we would support you if you wished to refer the matter to the Parliamentary Ombudsman Service (PHSO). You agreed to consider those steps and let Ms Scott know. Regarding the same subject matter, Ms Scott also informed you that she had spoken with NHSE who had informed us that they would not investigate concerns raised against Trust staff and that it would be sent back to their provider organisations to respond to. During that conversation, Ms Scott also confirmed that NHSE would only take forward complaints about their policy and commissioning. Therefore, you were advised to contact them if you had any concerns of this nature.

The meeting notes record that Dr Barrett would contact both Nottingham and Laurels gender services requesting a comprehensive set of your notes as you stated that you had been under both services historically.

### **2<sup>nd</sup> post complaint response meeting dated 24<sup>th</sup> July 2024**

You spoke with Clare Scott and Hector Bayayi, Divisional Director on the 24<sup>th</sup> July 2024 online via a Teams meeting. During that meeting you discussed the lack of response from Nottingham and the Laurels but that you had the relevant paperwork that would assist our enquiries and would send this through as none the letters already received by Ms Scott provided any detail of the care or treatment you had received under previous gender services. This was the information that Dr Barrett agreed to review in the meeting of the 5<sup>th</sup> April 2024.

## **Timeline since meeting of 24<sup>th</sup> July 2024**

Following your online conversation with Clare Scott and Hector Bayayi on the 24<sup>th</sup> July 2024, and your further telephone calls and email exchanges, you advised us of the information you had requested from the Trust, including a previous subject access request (SAR) made by yourself but which you had not received. Ms Scott also acknowledged receipt of further documentation from you, including the letter from West London Mental Health Trust GIC services

Clare Scott emailed you on the 27<sup>th</sup> August 2024 to advise that in relation to your SAR, our Information Governance team were unable to locate letters between 2004-2006 referencing your waiting time to be seen at the London GIC. The same email also confirmed that Dr Barrett had received a reply to his enquiries from the Laurels who confirmed details of your discharge from that clinic but advising that they were happy to receive a further referral if you were willing to keep your appointments.

Following the receipt of further emails and telephone calls to the Trust to express your disappointment with the above outcomes, Clare Scott emailed you again on 2<sup>nd</sup> September 2024 (and subsequently on the 10<sup>th</sup> September 2024) to advise that due to the difficulty in accessing any information about your previous contact with gender clinics and the length of time that had elapsed between your appointments and the present time, the London GIC was unable to identify a reason why you should be prioritised over other patients on the waiting list for an assessment. Further, as your closest clinic is Exeter, and they had indicated that they were happy to receive a referral, this may be an option you may wish to consider at this time.

## **Complaint Management Plan**

Your most recent emails demonstrate your level of dissatisfaction with the complaints process and subsequent attempts by our Chief Nursing Office to support and respond to your ongoing and additional concerns and we have nothing further to add to the responses already provided. Neither can we respond to your concerns regarding other Trust services, and you will need to contact them directly to address any concerns you have regarding their services.

Your level of contact via telephone and email with members of staff and the GIC staff team within the Trust has now reached an inappropriate and unacceptable level. This is related, but not limited to the following;

- Excessive contact over a short period of time
- Raising unsubstantiated allegations including racist and defamatory behaviour against members of staff resulting in;
- Harassment and bullying of staff members

An example of this is that the Trust has received a number of emails from you, including one from an email address, known to be used by you namely [pdmpemail@gmail.com](mailto:pdmpemail@gmail.com), and addressed to the The Nursing and Midwifery Council (NMC) and including other recipients, and Clare Scott. The subject matter of that email is "Tavistock GIC Patient Death List – Angel of Death (Clare Scott – Chief Nursing Officer)" and was sent on Wednesday 11<sup>th</sup> September 2024 at 5:35pm. The email

contains a list of current patient names and locations in which you have made serious allegations against the clinic.

It has been noted that there have been efforts to make allegations against our staff including comments of a racist nature in addition to serious allegations against the Chief Nursing Officer noted above. These are increasingly upsetting and unsettling for the staff members concerned. I must ask you to cease and desist this behaviour as your unsubstantiated allegations are causing significant distress.

Every person holds the right to complain via the NHS Complaints process, however these must be raised in an acceptable and appropriate way. Therefore, we suggest you contact the Health Service Ombudsman to review your complaint and our response. You can contact this service at;

The Health Service Ombudsman  
Millbank Tower  
Millbank  
London SW1P 4QP  
Tel: 0345 015 4033  
Email: [phso.enquiries@ombudsman.org.uk](mailto:phso.enquiries@ombudsman.org.uk)

In addition to the above, in line with our policy on vexatious complaints, your case has been reviewed and we have determined there is enough evidence to implement a vexatious complaint management plan which includes the following conditions:

1. We will be limiting the ways in which you can contact individuals or teams within our Trust to a single point of contact. Going forward, please only use the Complaints email address ([complaints@tavi-port.nhs.uk](mailto:complaints@tavi-port.nhs.uk)) to contact any service in the Trust and they will reroute your email accordingly.
2. Please be advised that we will not respond to any correspondence, in any format, that contains statements that are abusive or contain allegations about our staff that do not include evidence. Similarly, we will not respond to excessive levels of contact and therefore please try to include any future points of concern in one email only. Any further emails will be acknowledged but will only be answered once a week.
3. The Trust will not respond to concerns for which you have already received a concern which has been responded to either via the Trust response dated 26<sup>th</sup> February 2024 or subsequent emails. Emails that you sent to third parties and which you copied this Trust into will not be responded to unless we identify any new concerns within that email that the Trust can respond to.
4. This management plan will remain in place for a period of 3 months at which point it will be reviewed.
5. If the terms of this management plan are contravened, consideration will be given to implementing other actions including but not limited to the right to pass unreasonable or vexatious complaints to the Trust's solicitors. This could result in an application being sought to legally prevent you from making any contact with the Trust or any of its staff.

You may wish to seek the support of an advocacy service like POhWER Advocacy Services in the future. Their advice is independent and confidential. They can be contacted via their website at (<https://www.pohwer.net/>).

Yours sincerely,

A handwritten signature in dark ink, appearing to read 'MHolland', with a stylized, cursive script.

**Michael Holland**  
Chief Executive Officer