

The Tavistock and Portman

NHS Foundation Trust

Tavistock Centre

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<https://tavistockandportman.nhs.uk>

Ref: T23758

Sent by email to: pdmpemail@gmail.com

3rd October 2024

Dear Peter,

I acknowledge receipt of your emails dated 23rd September, 24th September, 25th September and 1st October 2024 addressed to myself and Michael Holland. I have also noted your recent telephone calls with the GIC clinic and the PALS and Complaints team on the 23rd September 2024.

I have reviewed the contents of your emails and are unable to identify any new areas of concern that have not already been responded to either under your previous complaint reference T23757, or the subsequent email exchanges and meetings with myself, Dr James Barrett and Hector Bayayi. However, I note that you made a telephone call to GIC on the 23rd of September and stated that you wished to make a complaint through the complaints department. I have checked with the complaints team and they have advised that they haven't received a complaint to date.

May I remind you of the contents of Michael Holland's letter to you dated 19th September 2024, in particular the vexatious complaint management plan which details how the trust will respond to future communication with you. This includes the term that throughout the period of the management plan, your communication with the trust must be via email only and addressed to complaints@tavi-port.nhs.uk.

If you are unable to accept emails going forward as stated in your email dated 1st October 2024, as suggested in our letter dated 19th September 2024, you may wish to seek the support of an Advocacy service like POHWER (<https://www.pohwer.net/>) to support you in this regard.

In the meantime, the terms of the vexatious complaint management plan will remain in force for the period as stated in our letter.

Yours sincerely,



Clare Scott
Chief Nursing Officer