

18/10/2021

PRIVATE AND CONFIDENTIAL

Dear Fiona Illingsworth,

In response to your three questions, which I have already provided a speedy email response as well as the evidence that was sent to you many, many, months ago; I am hereby sending you further information. Please do attempt to involve me within my complaint, otherwise I will assume that you are merely responding to yourself, and in support of the misdeeds of your staff at the Nottingham NHS Foundation Trust. Additionally, I really do have to arrange a time to speak with you, via phone, as email will not suffice for this enquiry, and which was provided to Annett Magore, within the meeting of 31st August 2021, and I must stress that this cannot be overlooked, prior to any response I receive from you, in relation to the issues that are currently being mishandled. As a final note before I proceed; I am still requesting a meeting regarding the unconsented and unethical medical research, performed by the staff at the Nottingham Centre for Transgender Healthcare, although as you clearly oversaw this; I will not hold my breath, as you appear not to want to discover whether you permitted this.

You have asked me three questions relating to the failure of duty, of your staff:

- Tina Nock providing unauthorised access to Medical Information and Documents
- Laura Baker misgendering, providing false information, and subsequent abuses.
- Joy Fisher permitting unauthorised access of medical records, and non-response.

I trust that these individuals are quite familiar to yourself, and so the wording you provided was a further instance of bias, against me, particularly when these should have been picked up at the beginning of the year, and not by their colleague. You dismiss the 2nd opinion, the medical research, the intolerable bigotry, the health concerns, and the destruction of your Transgender community, by restricting access to healthcare; to those who did not have any form of criminal record, illegal drug usage, prostitution career paths, or suicidal tendencies.

A Notice of Disclosure is a legal letter, performed when a person's data, or in this instance my medical records and assessment, have been shared illegally with persons not approved to be in receipt of such information. There is a limit of one month from the date of which to respond, or the recipient then becomes in further violation of the data protection law, and is subsequently then reported to their supervisors, and to the government, regulatory body.

Only through the SAR, was I able to ascertain that this had actually occurred, as you have unwittingly believed, incorrectly; that your staff need not respond, which obviously is quite distressing, and completely false. Had you spoken with me, you might have comprehended the severity of this concern, but instead you have asked me to relay, again, as I have already sent you some of this information; *"what has led you to conclude Tina (Nock)(could we begin to utilise formal names here? These may be your friends, but this is wholly inappropriate for these purposes.)) shared documents (medical records)?"*, but to appease the line of thought:

Baker Laura - Information Assurance Officer

From: Nock Tina - Service Manager
Sent: 07 May 2020 09:28
To: PALS and Complaints
Subject: RE: Request for Information and Extremely Troubling Concerns Nottingham GIC claims to "Cure" Transgender Patients PALS 11025
Attachments: Helen Gardner Nottingham GIC Manager.mp4; Nottingham GIC Dr Nicholas Mephram Austin 07-06-10.mp4

Good morning Ian,

Here are the two covert recordings that PP sent through with the original email.

Kind regards

Tina

Tina Nock
Service Manager

Nottingham Centre for Transgender Health
12 Broad Street
Nottingham
NG1 3AL
Tel: 0115 969 1300 ext. 17626
Mob: 07971 107444

NHS.net email: t.nock@nhs.net (please advise if you have sent me an email to this account)
Secure Email: not-tr.gender-services@nhs.net
Website: www.nottinghamshirehealthcare.nhs.uk

From: PALS and Complaints
Sent: 07 May 2020 07:27
To: Nock Tina - Service Manager
Subject: FW: Request for Information and Extremely Troubling Concerns Nottingham GIC claims to "Cure" Transgender Patients PALS 11025

Hi Tian

Thanks for the info you sent yesterday evening. Just one more thing that might be helpful. Any chance I could have for the file the documents that were attached to PP's email below? Sorry to trouble you further at this stage.

Regards

Ian

Ian Pegg
Trust PALS and Complaints Manager
Trust Quality Governance Team
Nottinghamshire Healthcare Foundation NHS Trust
Mobile: 07971 106288

Fig. 1

As is clearly observable from the above email correspondence from Tina Nock, my medical information, relating to the final assessment, prior to the refusal of healthcare, and of the refusal to provide a second opinion, was passed onto Ian Pegg, and who knows who else? The purpose of the Notice of Disclosures was to ascertain; other individuals who Tina Nock then shared this information with, and is a gross disregard of data protection laws, and is equally; an utter dereliction of duty and care, as service manager, but is not in an isolated incident:

From: Nock Tina - Service Manager <Tina.Nock@nottshc.nhs.uk>
Sent: 18 March 2020 15:39
To: DMH - Complaints <Complaints@nottshc.nhs.uk>; Pegg Ian - Trust Complaints & PALS Manager <Ian.Pegg@nottshc.nhs.uk>
Subject: RE: Complaint email [UNSCANNED]

Dear Both

Mindful of time ticking on and this getting lost with the COVID 19 pressures can we finalise, mindful that this goes back a significant number of years, the person may not be mentally well.

Laura, please can I have the password for the document so I can have a look at your changes?

Kind regards

Tina

Tina Nock
Service Manager

Fig. 2

The statement regarding “*may not be mentally well*” comes from your Clinician Dr. Walter P. Bouman, who suggested this to my GP at the time, regarding being provided healthcare at your Medical Research Facility, or as is more commonly known; the Nottingham Centre for Transgender Healthcare. Obviously, I cannot share my medical records or documents with you, but should you require any further clarification upon this abuse of trust and the duty of care, this can be facilitated. Tina Nock, then also permitted further medical documents to be both lost, and sent to a neighbour’s house, without any due care as to the “*distress*” caused.

Further Details can be provided.

In regards to your second query, relating to Laura Baker, I can re-provide you with evidence already supplied to you, but you will have to comprehend that I am performing work that I would suggest; you should be undertaking yourself, as you have appointed yourself, as the “*sole*” individual whom should be investigating matters, despite this previously declared as an “*independent investigator*”, before Annett Magore began misgendering and ignoring my concerns and emails. This has led to a subsequent investigation, in relation to these issues:

Pegg Ian - Trust Complaints & PALS Manager <Ian.Peg... Thu, Apr 8, 12:15 PM ☆ ↩ ⋮
to me, PALS ▾

Dear Peter

Further to the email of 24 March from my colleague Hannah, in light of your further correspondence – your letter of 25 March and two letters of 29 March – the trust would like to investigate all the issues which haven't already received a response as part of the same investigation. The issues as I understand them from the letters are as follows:

- Letter of 18 March 2021. You complain that the transgender centre manager supplied the PALS and complaints manager with inaccurate information about a meeting in 2015, as evidenced by the PALS and complaints manager's email.
- Letter of 25 March 2021. You complain that the centre manager said in an email that you might not be mentally well.
- Letter to the centre manager of 29 March 2021. You complain that the centre manager "provided an unauthorised release of my personal medical information to individuals outside of the clinic."
- Letter of 29 March 2021 – you complain that the PALS and complaints manager
 - again misgendered you in an email,
 - demonstrated arrogant and egotistical behaviour in the way he conducted a conversation with an ICO advisor, and
 - disregarded criticisms of the transgender centre, observing that you had been "apparently trawling online for feedback about the service."

An investigator who is independent of the transgender centre and the Quality Governance team (of which PALS and Complaints forms a part) is being sought to investigate these issues. I hope that this is acceptable. I need to advise you that in order to examine some of these issues it might be necessary for the investigator to access your patient records and complaint files, only as strictly necessary for the conduct of the investigation. This is routine practice in complaint investigations and investigators are subject to the same requirement to respect confidentiality as all trust employees.

Fig. 3

Regardless of this point, as I am certain you are, I will now proceed with evidence that you are requesting, as the current Independent Investigator, into matters, of which you are the Head of the Quality Governance Team; please look up the word irony, this may be relevant for future, and further, enquiries. As is exemplified, within the evidence below, Laura Baker clearly misgenders myself, on numerous occasions, despite being copied into several emails:

Baker Laura - Information Assurance Officer

From: Baker Laura - Information Assurance Officer
Sent: 04 March 2021 10:36
To: Pegg Ian - Trust Complaints & PALS Manager; Nock Tina - Service Manager
Subject: RE: Your questions and concerns PALS 11706

Hi Ian,

Yes if the patient can bring his driving license identification with him upon collection of the records this would be acceptable as it would have his name/DOB and address on

Regards

Laura

Laura Baker
Information Assurance Officer
Health Informatics Service
200 Lichfield Lane
Mansfield
Nottinghamshire
NG18 4RG
Tel: 0115 9691300 x15336
laura.baker@nottshc.nhs.uk
laura.baker14@nhs.net

Working days – Tuesday-Friday

Fig. 4

This is not an isolated incident, as you are already well aware, but we do have to realise that this individual took all of my medical records to an unknown location, while working at their home, and which is a breach of trust, not to mention; further violations to myself and upon the data protection legislation. Laura Baker additionally provided me an incorrect password:

Information Assurance <InformationAssurance@nottshc.... Mar 17, 2021, 3:19 PM ☆ ↩ ⋮
to me ▼

Dear Peter

Following your email below, Ian has asked me to respond.

I still have the zipped documents for now. I have tried the password I provided and it works at my end.
The password is: **Sldocs**

It is exactly as written above. (Please feel free to copy and paste.) Capital **SL** lowercase **docs** but all one word.

Please let me know if you have any further issues with this. I had to put the documents in a zip file to compress them enough to be able to attach and send in one go. If this doesn't work for you I can rescan the documents into smaller sections and send them securely without a password attached, however I am not in the office now until next Tuesday so if you need me to do this please let me know and I'll be sure to do this when I'm back in the office next week

Regards

Laura

Fig. 5

From: Pegg Ian - Trust Complaints & PALS Manager <lan.Pegg@nottshc.nhs.uk>

Sent: 17 March 2021 13:28

To: Information Assurance

Subject: FW: PALS Access to Information Request 11712

Hi **Laura**

Please see the reply below. I know you sent me the password but I can't find it! Let me know if I can help.

Regards

Ian

Ian Pegg

Trust PALS and Complaints Manager

Trust Quality Governance Team

Nottinghamshire Healthcare Foundation NHS Trust

Mobile: 07971 106288

<https://www.nottinghamshirehealthcare.nhs.uk/patient-advice-and-liaison-service>



Fig. 6

As I hope you are able to comprehend, Laura Baker sent Ian Pegg the password to these files too, and which is not evidenced within the SAR, along with the missing medical documents, which you have since claimed, within our phone call of 24th September 2021; that these are now miraculously "*found*", but only after I then had to request that you perform this action. The below email exhibits how Laura Baker, could not even supply me the correct password and provided me further unnecessary effort, and exhaustion to both my time and energy:

However, we should note that you were actually copied into this email, back in March 2021 and so for you to ask this question, when you've actually already received my answer, does appear to be quite disingenuous, at best. Why are you even asking this question when this is clearly spelt out to you, and you have this evidence at hand; I have to question your motives and or your competency to oversee investigations, for which you are obviously responsible?

From: P Mathers <pdmpemail@gmail.com>
Sent: 17 March 2021 12:07
To: MFT@ams-mft.com; Pegg Ian - Trust Complaints & PALS Manager <ian.Pegg@nottshc.nhs.uk>; Gleaden Joanne - Trust Head of Clinical Effectiveness & Div Gov Lead <joanne.gleaden@nottshc.nhs.uk>; PALS and Complaints <PALSandComplaints@nottshc.nhs.uk>; Illingsworth Fiona - Associate Director Quality <Fiona.Illingsworth@nottshc.nhs.uk>
Subject: Re: PALS Access to Information Request

To whom this may concern,

The password you have used is incorrect, please could you stop wasting my time, by providing me with false information.

At this stage, I would ask that this be actioned, as soon as possible.

please advise,

peter patterson all rights reserved

On Wed, Mar 17, 2021 at 11:39 AM <MFT@ams-mft.com> wrote:

You have been sent a new file transfer message

Laura Baker has sent you a file transfer, find the message below.

Subject: PALS Access to Information Request

Please find attached copies of information from the PALS team as requested. I was unable to attach these without putting them in a zip file due to the size. Please let me know if you have any problems opening the files. The password for the documents is in the secure notes section

Regards Information Assurance

Fig. 7

P Mathers <pdmpemail@gmail.com>
to Pegg, PALS, Gleaden, Information ▾

Wed, Mar 17, 3:35 PM ☆ ↩ ⋮

Dear **Laura** Baker,

Thankyou for your response.

As you can see from the attached image, you actually provided a different password within your initial message.

I will try the new password you have now sent me, and will advise.

kind regards,

peter patterson all rights reserved

THIS MESSAGE EXPIRES ON 10/04/2021

Subject: PALS Access to Information Request
From: Laura Baker
Date: 17/03/2021 11:38:55

Message:

Please find attached copies of information from the PALS team as requested. I was unable to attach these without putting them in a zip file due to the size. Please let me know if you have any problems opening the files.

The password for the documents is in the secure notes section

Regards

Information Assurance

Secure Notes:

Password to open the documents is - SLdoc

⋮

⬇ ⬆ ⬇

Fig. 8

A lot of time and effort has been needlessly spent addressing your concerns, rather than my own, all the while you appear ardently focussed towards supporting and admonishing your staff, even after they provide false statements to yourself, as was with the case with your “*very caring*” Complaints Manager, Ian Pegg. You previously suggested that you’d discussed Ian’s misgendering and non-apology, which then subsequently led to this just re-occurring:

With regards to your concern about Ian Pegg misgendering you and using ‘insulting language’, I have discussed this with him and Joanne Gleaden. I am satisfied that this was not deliberate or intended to cause distress to you and Ian Pegg has previously apologised. No further investigation into this particular matter is required.

Kind regards

Fiona

Fiona Illingsworth
Associate Director of Quality

Nottinghamshire Healthcare NHS Foundation Trust
Duncan Macmillan House
Porchester Road
Nottingham
NG3 6AA

Fig. 9

As the Associate Director of Quality for Nottinghamshire Healthcare Foundation Trust, I had expected you to be able to be independent and not accept that staff would just lie to you, even though you were in receipt of evidence to support the contrary, but I guess this is not the line you are prepared to draw, and so please do not expect that any of your other staff would not then present mistruths to you, given that you freely accept whatever response is suggested to you. You are inhabiting a key role within the Nottinghamshire Healthcare NHS Trust, and for you to accept so readily; obvious mistruths, and then treat these as trivialities; I would have thought that you would comprehend that this a breach to your policies, and to your patient’s safety, which has a very real impact upon Nottinghamshire, as we both know.

Finally, to your third question, asked in relation to Joy Fisher, who has been referred to the ICO for violations against patient data and permitting patient records to be sent to people who have no right to access, or be provided with this private and personal information. Joy Fisher suggested, as you are already, again, clearly aware of, and so I see this as a complete waste of my time and effort for which I will be claiming back, in due course; that this issue would be raised as an IR2, on 18th March 2021. No phone call or email was ever provided by Joy Fisher, and this has now had to be investigated by yourself, also. This was another great waste of my time, owing to the unprofessional manner by which Joy Fisher conducted this concern. As the evidence from the SAR clearly states, in Joy Fisher’s own words, the action to take was to open an IR1, and then just close this without any investigation, or any response:

From: Fisher Joy - Head of Information Assurance
Sent: 07 May 2020 13:57
To: Pegg Ian - Trust Complaints & PALS Manager
Subject: RE: Poser PALS 11023

Hi Ian

In view of the time elapsed I would agree with you. It is probably best though to submit an IR1 and close it straight away with the action taken – just in case they come back and are unhappy with the response.

There are several incidents such as this related to this service. They have since begun using editable letters in RiO to try and prevent it happening again, as they used to copy and paste the address, or overtype from letters.

Thanks
Joy

Joy Fisher
Head of Information Assurance
Health Informatics Service
Nottinghamshire Healthcare NHS Foundation Trust
Duncan Macmillan House
Porchester Road
Nottingham NG3 6AA

Tel: 01159691300 extension 10273
Mobile: 07920089303

Email: joy.fisher@nottshc.nhs.uk

Fig. 10

This is an obvious abuse of responsibilities, and I would expect that the Associate Director of Quality at Nottinghamshire Healthcare NHS Foundation Trust would have been able to grasp the severity of this. In our phone call of 24th September 2021, you explained that *“There was absolutely an error on the Trusts’ part in sending your records to your neighbours, and [that] absolutely that is an error on our part and should never have happened.”*, yet you now ask me for further clarification, relating to your own staff? By not investigating matters correctly this enables further problems to be repeated, and unnecessarily puts patient health at harm and distress, as you have already conceded. My feeling is that you are not really attempting to ask for clarification, given that you already know all of this information, and are instead requesting me to waste more of my time and energy, while you decipher whether you are personally responsible and liable for the medical research conducted at your Nottingham Centre for Transgender Healthcare, that you have had the responsibility for, for going over a decade now. You should begin to comprehend that there have been enormous failings here, and that maybe; I really do have very real and very valid concerns, which you could’ve easily remedied and resolved by now, but which you have chosen to, so far, ignore entirely. One does have to wonder what Nottingham may have been like had you not presided over these courses of medical research, for which you have, to date, claimed utter ignorance towards?

Yours truly,

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