

EVIDENCE TO THE REVIEW OF SPCB SUPPORTED BODIES COMMITTEE FROM MR DAVID HEROLD

I am writing to you in respect to petition PE 1076, and in regard to your current **Review of the SPSO** and the problems that I have also encountered whilst having used the services? of the SPSO.

Firstly, I sent an official complaint to the SPSO, in 2004 regarding several issues relating to my experiences whilst registered at my home town health centre (NHS Borders) with the **Kelso Medical Group Practice**.

These issues related to an incident that occurred in 2003, that left me in a truly terrifying and debilitating state, and the health care received **prior** to and then **following** the incident and also the personal behaviour received by certain GPs of the Kelso Medical Group Practice.

In my response from the SPSO, I received a letter telling me that they would not be taking my complaint any further. As they had evaluated the issues within my complaint, and would be do nothing further concerning it. They then went on to give their reasons (issue by issue) for not doing so.

Where upon checking their reasons,(issue by issue) I found that on many, many occasions,(**to many!**) their reasons for not investigating had been constructed through the incorporation of blatant and glaring discrepancies (Cherry picking of information, omissions of information ,misconstruing of information, errors and **falsehoods**) in regard to the information and data which had been supplied to them in my official complaint, and also from my medical records)

In regard to this, was also the very serious matter of **false data** having been stated to me (supposedly) from my medical records. In which the SPSO stated (in regard to the medical after-care I am supposed to have had after the incident of 2003) that my "**Clinical notes over the following months refer to various discussions between you and the GP's and various treatments and treatment plans**".

This **did not occur**, and is not in my medical records (I have a copy!) and when I asked the SPSO to send me their copy of my medical notes that they had got this from (Data Protection Act request) to which they eventually complied, low and behold there was nothing pertaining to this statement what so ever in their copy either!!

I have subsequently written to the SPSO on several occasions asking for an explanation to this, to which they have point blank refused to answer this matter every single time.

There are also other matters, concerning the SPSO, such as Registered Mail supposedly not being received, even though one occasion, one of the registered letters is mentioned by the SPSO. Therefore, I do not believe that the SPSO have fulfilled their remit from parliament, and I personally believe that urgent action is now required in order to rectify this scandalous situation.

Finally,

I would also like to say that after receiving notification from the SPSO's in regard to their scandalous refusal to investigate a single issue within my formal complaint against the Kelso Medical Group Practice .

I was immediately notified in a letter that only had a scribbled signature () which are the initials of **Dr** , (one of the leading characters in my complaint) that I was de-registered from the Kelso Health Centre.

That ,after having been registered at the Kelso Health Centre “**all my life**” that after, never even so much as having raised my voice to a Health professional . I have always treated **all** Health professionals in the NHS with the utmost courtesy and respect !!! and would never behave otherwise. That, after having been the poor bloke who was the **victim** in this matter. That, even though I was in a bad condition at the time, still not properly recovered. That , even though I was unemployed.(still am) That, even though I had no access to private transport (which would have been pointless anyway, because I was in no fit condition to drive) That, even though I live in a rural area and the Bus service is appalling to say the least.

To which I am still not registered with another practice and which I never will, (even though, if that means having no medical care available to me, then so be it) until justice has been served. For I shall never accept the injustice of what has occurred here , to which the SPSO through their scandalous refusal to investigate my formal complaint, and the scandalous way (as mentioned above) in which they dealt with my complaint when they evaluated it. Have **allowed** the Kelso Medical Group Practice to escape any rebuke and have basically given them a quasi official stamp of approval in their favour regard to my complaint, for them to now hide behind. Utterly utterly scandalous.

David H Herold
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