

Chief Executive's Office

Trust Headquarters

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16 December 2013

Telephone: 08451 555 000 Ext 77413

(Complaints Department)

Web-site: www.uclh.nhs.uk

Private & Confidential

Mr Michael Jones



Dear Mr Jones,

I am writing in response to your letter of 11 November 2013, in which you raised concerns regarding your care and treatment at the National Hospital for Neurology and Neurosurgery.

The investigation into your complaint has now been completed, and I enclose the results in the form of a letter from Professor John Duncan, Divisional Clinical Director for Queen Square Division. I do hope that this fairly and comprehensively answers your concerns.

We use complaints as an opportunity to remedy any deficiency in the service that we provide to patients. If you feel that any point is unclear or you have any further questions, please do not hesitate to write to me at the above address. Alternatively, please telephone Professor Duncan, via his PA, on 020 3448 4738.

I enclose a further copy of our information sheet regarding the complaints process and would like to draw your attention to your rights under the terms of the NHS Complaints Procedure.

Finally, may I take this opportunity to thank you for bringing your concerns to our attention and to offer my personal apologies for any distress caused.

Yours sincerely

A handwritten signature in black ink, appearing to read 'Robert Naylor'.

SIR ROBERT NAYLOR
CHIEF EXECUTIVE

Professor John Duncan MA DM FRCP FMedSci
Divisional Clinical Director

National Hospital for Neurology & Neurosurgery
Management Offices (Internal Mail Box 52)
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JD/CAW/MJ

12 December 2013

Private and Confidential

Mr Michael Jones



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decide which number will be cheaper to
use, as individual packages vary

Dear Mr Jones,

Thank you for your letter of the 11th November 2013 to the UCLH Complaints Manager. It has been passed to me to investigate and reply.

I have spoken with Dr Heaney who saw you in the clinic and I have also reviewed the MRI scans taken at the National Hospital for Neurology and Neurosurgery (NHNN) on the 6th March 2013. Further, I have had these scans reviewed by Dr Katherine Miszkziel, a Senior Consultant Neuroradiologist at this hospital. Her report is that there are no signs of any foreign body or device whatsoever and that the anatomy of your neck is normal. She notes that there are a number of small areas in which the white matter of the brain appears brighter than other parts. This is as one would expect in an individual of your age. Dr Miszkziel does not find any other abnormality, specifically we see no box like structure behind the back of your throat.

I hope this reassures you. If you have any health concerns I would suggest that you discuss these with your General Practitioner, Dr Beckley at Waterloo Health Centre.

With best wishes and kind regards

Yours sincerely

Professor John Duncan, MA DM FRCP FMedSci
Divisional Clinical Director – Queen Square