



In Confidence
Mr Michael Jones



9 January 2014

Dear Mr Jones

Your complaint about University College London Hospitals NHS Foundation Trust (the Trust)

I am writing to tell you that we propose to investigate your complaint. We have summarised your complaint as:

Mr Michael Jones complains that MRI scans taken on 8 February and 6 March 2013 indicate structures in his neck which a specialist with University College London Hospitals NHS Foundation Trust has not adequately addressed or explained. He complains that this specialist has deliberately avoided recognising these structures and that this may be due to pressure upon NHS staff with regards to covert medical research. Mr Jones says that it is important to him to be able to establish the truth of his medical condition, and that the only outcome he seeks is an open and accurate report on the contents of the head scans mentioned.

By law, we have to give the organisation complained about the opportunity to comment at this stage. We have written to them today to do that. We will consider any comments that we receive before deciding whether to go ahead with the investigation.

There are a number of outcomes which we can recommend following an investigation. Examples of remedies we regularly achieve are apologies, improvements to services, and financial payments. However, there are legal limitations to the outcomes we can provide. For example, we do not have the power to directly discipline staff. Once your case has been assigned an investigations caseworker will discuss your desired outcomes with you in more detail to confirm what we may be able to achieve for you if we do see indications of failings in your complaint.



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Millbank
London SW1P 4QP

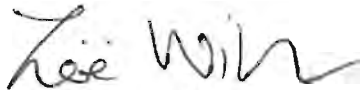
Enquiries: 0345 015 4033
Fax: 0300 061 4000
Email: phso.enquiries@ombudsman.org.uk

We hope to allocate your case to an investigations caseworker within 60-70 working days. They will familiarise themselves with your case and will contact you to tell you what will happen next.

If we go ahead with the investigation we will send you a draft version of our findings. You will have the chance to comment before we make our final decision. The Trust will also have a chance to comment on a draft of our findings.

A member of the Allocation Team will contact you within 25 working days to update you. If you have any questions about your case in the meantime, please email us on investigation.enquiries@ombudsman.org.uk. Or you can leave a message on our voicemail (number on the previous page) and we will contact you within three working days. Please note that the people answering these emails and telephone calls are not caseworkers. They will make a note of your comments but cannot discuss your complaint in detail with you. You will be able to talk about your complaint with your investigations caseworker when they contact you.

Yours sincerely

A handwritten signature in black ink that reads "Zoe Wilk". The signature is written in a cursive style.

Zoe Wilkinson
Customer Services Officer