

**FAO: Zoe Wilkinson, re: complaint reference: EN-180294**

Dear Ms. Wilkinson,

Thank you for your letter dated 9 January advising of your intention to investigate my complaint against UCLH NHS Trust.

With regard to your summary of the complaint in paragraph 2 of that letter, I have the following comments to make:

There was no scan made on 08/02/2013 at The National Hospital for Neurology & Neurosurgery, as implied in your summary. My complaint did not refer to any scan made on this date, but only to a consultation with Dr. Heaney, during which I sought a second opinion on the Brain MRI scan previously conducted at St. Thomas' Hospital (in October 2008). There was only one MRI scan made at NHNN, on 06/03/2013, the contents of which are disputed in the complaint.

My complaint to your office also includes references to UCLH's investigation of my complaint to them, represented by the letter from Prof. John Duncan of 12/12/2013, in addition to the original complaint of 11/11/2013. The complaint that Dr. Heaney had "deliberately avoided recognising" the structures I pointed out to him in the three images attached to my email of 26/09/2013, should also apply to the response of Prof. John Duncan in his report, and to the report of Dr. Katherine Miszkiel, which is quoted in Prof. Duncan's letter. Their remarks are specifically highlighted in p.2 para.2 of my letter to your office of 18/12/2013, and are arguably of greater significance than the failure of Dr. Heaney, so I do not understand why they do not also appear in your summary.

The issue that Dr. Heaney had "deliberately avoided recognising" the structures indicated was the subject of my email to him of 26/09/2013. My following complaint went further than this in highlighting the fact that in Dr. Heaney's response to my email (of 03/10/2013) he had been compelled, for whatever reason, to give a false explanation for the structures pointed out in my email. The same issue is repeated in Prof. Duncan's response, although in a slightly different form, as he does not repeat the explanation given by Dr. Heaney, but simply claims that he and Dr. Miszkeil "*see no box like structure behind the back of your throat*", and that the anatomy of my neck is normal. As the box-like structure is clearly evident in the three images (the images are attached to this email, as they were in my email to Dr. Heaney) a more accurate summary of my complaint should have stressed the allegation that not one but *three* specialists at NHNN had explicitly lied (rather than merely "avoided recognising" anomalies) in their reports of the absence of items of non-biological origin in my MRI Head scan.

Yours sincerely,  
Michael Jones