

Name: Narendra Jana

NHS Number: [redacted]

Hospital (UCLH) Number: 21089233

Email (preferred): [redacted]

Statement by Statement negation of the letter from Ms. Harrison and Ms. Turner::

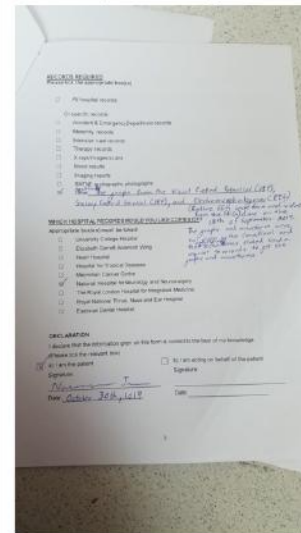
The letter sent by Ms. Harrison and Ms. Turner:

We are writing following your recent attendance on Friday 29 November 2019, when you went to the Neurophysiology department in the absence of a scheduled appointment. We understand that the purpose of your visit seemed to be to obtain digital copies of your routine EEG report. You had previously been advised that to obtain copies of medical records, a written request is required, which you made. The information you requested was in transit at the time of your visit and should by now have arrived with you.

My response, a statement by statement negation (each paragraph has a response to the right).

(its easy to show the false statements in this letter, this letter was inappropriate and written for the sake of mis portrayal)

The information I requested was not in transit at that point in time, the original request is below:



We are further aware that during your unexpected visit to the department, you entered clinical consultation rooms with the intention of speaking to clinicians. Fortunately, there were no patients present at the time undergoing consultation in those rooms, but clearly there could have been.

The medical information was obtained and sent on the 2nd of December, evident by the letter head of the medical record. It was only when I asked again that day did UCLH respond with the asked for medical records the Monday thereafter.



Note the December 2<sup>nd</sup> response.

I never entered any clinical consultation rooms, it's clearly a false statement since I was sitting next to the secretary for 20 minutes.

I was sitting in the waiting room as instructed by the secretary, not different from any of the other patients there.

I spoke with Medical Records department after speaking with the front desk of the medical records department. The

Whilst at the hospital, it appears that you also attempted to gain access to the Medical Records department but were unable to because it is a secure area not accessible to the public - you reported this yourself to Anne Herdman, Quality Service Manager for Neurology and Diagnostics (MS).

The reception staff have reported that your prolonged presence in the neurophysiology department reception area, led to the

front desk of medical records called the number for medical records and connected me with medical records. I reported the inappropriate behavior of UCLH in directing NHS staff to remove a patient for asking for medical records to medical records but I never attempted to “gain access to the Medical Records department” (which is a false statement).

I spoke with the medical records personal (Ms. Beena), in the waiting room of the medical records building who noted that “that is bad, I would speak to the head of neurology... this hospital does not tolerate stuff like that, that is unjustified to come out like that. I’m sorry, they shouldn’t treat patients that way”.

She then tried to contact, Martin Koltzenburg, the head of neurology for the inappropriate behavior by UCLH.

Ms. Beena then noted my UCLH and NHS number and stated that she would speak with neurology and neurophysiology to obtain the records.

She noted that I was “very polite and that it was unprofessional for her to treat you the way she did”.

I then called Anne and stated to Anne that it was uncouth behavior by UCLH staff to react to a UCLH complaint in that manner and then she stated that she would send the medical record after this situation. Anne also stated something about the event that wasn’t substantiated.

My presence there was uneventful, I was playing games on my cellphone while waiting for Sean as instructed by the secretary. These are clearly intentional inflammatory statements.

environment becoming uncomfortable for both staff and patients, and this behaviour has made reception staff feel unsettled and intimidated.

The reception staff have had to request support from clinical staff multiple times in order to ask you to leave the department. You will appreciate that this is disruptive to clinical work, which affects other patients' care and treatment.

The purpose of this letter is therefore to advise you of the expectations that we have as a Trust, around patients' behaviour when interacting with our staff. Please be advised that we cannot allow patients or members of the public to enter clinics and consultation rooms without permission or invitation eg for a booked appointment. We must protect the confidentiality, privacy and dignity of all our patients especially during episodes of direct care and treatment. Any attempt to gain unauthorised access to clinics and consultation rooms will result in the hospital security staff being called to remove the individual to protect other patients.

Further, we would ask you to consider the potential psychological impact on our reception staff of prolonged presence in a clinical area, when this is not associated with an appointment or consultation and therefore serves no clear purpose for a patient's care or treatment. Our staff may be intimidated or feel personally threatened by this and if necessary, would reserve the right to contact security staff for support.

The reception staff never requested support from clinical staff to ask me to leave (there was no reason), I was completely ignored when I was there. This is a false intentionally inflammatory statement, literally nothing happened until much later when I was asked to leave when the neurophysiologist cited the UCLH complaint (made to Ms. Anne Herdman) as the reason to ask me to leave.

I was only asked to leave when the neurophysiologist learned that I had filed a complaint against the department before and only due to the complaint after a amicable 5 minutes conversation with the neurophysiologist (she was unaware of the complaint until then). I was requested to leave by those who are the object of the UCLH complaint, the neurophysiologist was their liaison.

This behavior by NHS staff (and this letter) is most likely due to their fear incited by the complaint.

I was never disruptive to the clinical staff but the hospitals reaction to a rather quiet and appropriate patient (me) is an inappropriate reaction and falls under an oddity in the hospital.

Asking for medical records is under patient rights.

Considering the amicable conversation with the neurophysiologist and secretary, there would be no reason to make a statement of "psychological impact". The statement is a intentional inflammatory statement and an attempt at mis portrayal.

So far the entire letter is false and easily provable as so.



Finally, for the avoidance of doubt in future, the Medical Records area is strictly out of bounds to all members of the public due to the confidential nature of the records stored there. Well-established mechanisms exist for all patients to request full copies of their records if they so wish and these will be provided on receipt of an appropriate signed request. We make every effort to facilitate the provision of records and data even where the original recording or storage format makes this challenging, eg converting EEG recordings to an encrypted CD. We are grateful to you for respecting our patients' confidentiality, and our staff's safety and security, as outlined above.

We take the opportunity to remind you that the Trust has a complaints policy and procedure through which you may raise any concerns for investigation and provision of a full response.

The neurophysiology technician was directed by UCLH to remove me not because of anything I did or my presence there and not by her own personal wish but due only to the complaint I had filed against UCLH and not anything else. This may have been due to UCLH's fear in rescinding the medical records.

I contacted Medical Records in an appropriate way and they responded and interacted in an appropriate way. Ms. Beena could substantiate it.

This letter is clearly an attempt at intentionally making inflammatory statements in an attempt at mis portrayal.

This is an uncouth response to an inappropriate reaction by a hospital due to a complaint I made to the hospital.

A short transcript below (from later in the conversation with the neurophysiologist) explains the reason why the neurophysiologist asked me to leave. It's because she learned (after our uneventful conversation) that I had filed a complaint against the department for a former diagnostic test. The moment she learned of it, she was also asked by UCLH or other members of the neurophysiology department (not by her own wish) to remove me from that floor. I did as instructed and promptly.

The neurophysiologist specifically states this before I left:

Neurophysiologist: And so a.... apparently you have to ask for the consultant.... Apparent he has a thing you had to ask to the complaints people, we are not involved in that.

*(the neurophysiologists cites the complaint I made to UCLH as the reason to remove me for inquiring about the medical record).*

Neurophysiologist: And I am quiet surprised you received some paper, EEG. Because actually we, everything we have is digital so I don't know. So you need to complain and they said also that you need also to leave the department and.....

Naren: Oh, ok. Well that's what they said. That she printed out the 20 minute EEG, 20 minutes would only take about 15 pages of EEG data paper. So... yea.

Neurophysiologist: I don't know

Naren: I have to go check the actual record.

Neurophysiologist: But you need to leave the clinical area, if not.... they are going to call security. So.. im sorry.

Naren: For asking a question?

Neurophysiologist: I don't know.. that's what they said.

Naren: Oh, alright.

Neurophysiologist: But you need to call the complaints people and if you want more information about your EEG. We don't deal with these things.

Naren: Yea, because I asked your secretary first before I spoke to you. And she said you have to speak with Sean or the other EEG specialist.

Neurophysiologist: No, no, no we are not involved in this. Unfortunately we don't know anything about this. Im sorry.  
*(she was referring to the complaint I made to the hospital)*

This is later in the conversation, its not the neurophysiologist's fault in this instance, it's the hospitals reaction to me filing a complaint against the hospital. She was instructed to make the statement due to the complaint against diagnostic falsification.

The original letter is given below:

