

10th November 2020

Dear William Wragg and PACAC Committee,

We noted with some interest that three members of the committee recently voted against the second lockdown whilst others abstained. It is not easy to defy the party whip or run the risk that your constituents may consider that you have put their lives at risk by rejecting further measures to control the virus. Such decisions rely upon courage and personal integrity. We are therefore hopeful that such qualities will also be demonstrated in the upcoming scrutiny of the **Parliamentary and Health Service Ombudsman** on behalf of the British public.

We have been submitting evidence regarding PHSO to the PACAC committee since 2013 and, until virus control measures were put in place, we have attended the scrutiny session in ever greater numbers. We have read the evidence from previous years and the equally damning and compelling evidence submitted again this year. The committee have been given a great insight into the impact felt by the public who have sought assistance from the Ombudsman at a time of great personal trauma.

At the May 2020 hearing which you chaired; the committee received the Ombudsman's report into his failings in the case of Avril Hart. I draw your attention to the fact that the inquest into her death, lasting just over five weeks, was concluded last Friday. Mr Hart confirms that the inquest revealed many flaws in the original PHSO report which took over 3 and a half years to complete.

"Averil's inquest which lasted five and a half weeks, showed how poor the Original PHSO investigation was and highlighted many of the failings of the PHSO report that took 3 1/2 years to bungle its way to a half-baked conclusion. Averil's inquest also highlighted the lies of some of the clinicians involved in Averil's care, in such a stark and obvious way that the Coroner highlighted them in his summing up." Nic Hart

On behalf of the group I express disappointment that, in the past, important issues brought to your attention via written evidence, have been overlooked in the scrutiny session. We are hopeful that this year will be different.

We may not be present, but we will be watching the scrutiny proceedings as ever and reporting back via our website phsothetruestory.com.

Yours sincerely

Della Reynolds
Coordinator PHSOtheFACTS