

Written evidence from Susan Forsey (PHS 13)

Public Administration and Constitutional Affairs Committee Parliamentary and Health Service Ombudsman Scrutiny 2019-20 inquiry

My involvement with PHSO Started in November 2016 My mother had died in a terrible and avoidable manner and The Trust had failed to bring about any resolution through formal complaint.

I have been aided throughout the whole process by Swann Advocacy.

My complaint has been completely documented throughout and involves hundreds of emails trying to resolve. They have a fully documented and collated version of it, it was a learning curve for them as well as myself. I have complete admiration and gratitude for the way they have stayed with me throughout and supported me through more than a thousand days of complaint enquiry.

The whole purpose of the ombudsman is to investigate to bring about resolve, a healing service improvement and learning which I feel have not been met.

A part uphold and four recommendations were gained with no clinical impact, despite the fact that a meeting with the Trust to discuss PHSO report, clinical impact was admitted.

The stress and angst PHSO have put me through to gain a piecemeal part uphold was never worth it.

This complaint was a journey no one should ever be put through again. It has destroyed my view of democracy and justice in our country.

My research and tenacity in keeping going has discovered evidence that PHSO is an organisation that is not fit for purpose.

My own MP has supported me in supporting a Conflict of Interest investigation with the Trust which I believe affected the PHSO investigation which unbelievably has to be investigated by PHSO.

If PHSO investigated this issue they would have to investigate themselves as it would bring in questions of their own procedures.

I feel because of my experience to endure another investigation with PHSO would be pointless.

They are untouchable and impossible to hold to account.

This last sentence is ironic as I was led to believe PHSO could bring The Trust to account.

FAR TOO LONG TO DEAL WITH COMPLAINT

PHSO were instructed to Investigate my complaint 01/11/2016

134 WEEKS 6 DAYS OF UNJUST INVESTIGATION

944 DAYS OF STRESSFUL OBFUSCATION

UNFAIRLY ADVISED TO GO TO JUDICIAL REVIEW AFTER CASE CLOSED WHEN CUSTOMER SERVICES FAILED TO ANSWER QUESTIONS TRUTHFULLY THROUGH CUSTOMER FEEDBACK

On Tuesday, 28 May 2019 I received an unprofessional response saying “After you decided to publically [sic] rip into my letter on social media I do not feel inclined to respond further.”

I was also advised that I could seek a judicial review.

IMPOSSIBLE TO RAISE FUNDS TO FINANCE JUDICIAL REVIEW PHSO ARE UNTOUCHABLE

IGNORING CQC EVIDENCE

FAILURE TO ENQUIRE CQC INVESTIGATION

Case worker was completely out of her depth, she appeared to have had the wool pulled over her eyes by the Trust. How on earth can PHSO continue in this manner?

PHSO WERE AWARE OF MY APPROACHES TO CQC AS CQC WERE TO THEIRS

9TH March 2017 letter from CQC out lining their ‘to do’ actions re meeting of their investigation re my enquiry

Letter available if needed.

The PHSO removed two important items of scope from the investigation, at the request of the Trust these items were removed. They refused to investigate with those two items included in the investigation. These were crucial elements to the circumstances and critical evidence but these were ignored by the PHSO.

I have been in contact with the CQC throughout this complaint because my main concern was to prevent this happening again.

They were pursuing important evidence that PHSO had originally scoped out

This complaint originally in first investigation culminated with a 'shortcoming' relayed by a telephone call and after Rob Behrens took over this progressed from a “shortcoming” to 4 failings, four recommendations with more questions to answer.

Incredibly using the SAME case worker who failed in first review.

It’s ridiculous this proves that PHSO is completely incompetent.

PHSO were aware of this evidence

But they still carried on regardless with the final report

Knowing full well the caseworker had ‘scoped out’ vital questions

08/03/2017

Medics had to agree with scope evidence available.

There is an email from the case worker in Trust complaint file pushing for the amended scope to be accepted!

Was there abuse of Complaint Manager power?

Evidence available from Trust Complaint File

The PHSO’s power & authority to investigate the responsible clinicians is limited

So, they escape this essential form of public accountability

This is dangerous as patient safety is being severely compromised because responsible clinicians are not being actively monitored or appraised by anyone

PHSO are not impartial

They rely mostly on the Trust record and probably explanations from the designated by Trust CEO Complaint Manager.

INCOMPETENCE or is it deliberate

The desperate and glaring mistakes these caseworkers make are ridiculous I’ll give some examples

20 mins heart stopped beating ...

Respiratory Distress instead of Respiratory Arrest just shocking

CASEWORKERS LEAVE OUT VITAL EVIDENCE TO EXPERT ADVISORS WHO ARE ALSO PAID TO OBFUSCATE

CONFLICTS OF INTEREST

PHSO were well aware of this conflict of interest which I believed affected my investigation

Conflict of Interest Complaint within Trust application can only be investigated by PHSO

Will PHSO investigate?

Probably not because PHSO will be investigating themselves

Because it will completely expose the inadequacy of PHSO and their false ethos.

GMC

Do not rate PHSO upholds as evidence or New Information for Rule 12.

Letter received from GMC 4th February 2019

Extract from

Mrs Forsey has provided us with PHSO 13th October 2017 report concluding that 'we partly uphold this complaint. This is because we some but not all parts of complaint upheld.

In my view PHSO failings are not sufficient to give rise to Fitness to Practise Concern and I should explain that PHSO remit is different to that of GMC the failings identified by PHSO, while regrettable **would not be sufficient.**

LETTER AVAILABLE

PHSO denied me a full uphold they were truly wrong

Clinical impact was admitted by the Trust in a recorded meeting. This was after the final PHSO report. The PHSO held that there was not clinical impact, I challenged this and sent them the recording. The PHSO denied receiving it but it was sent by recorded delivery.

Recording available.

Evidence from CQC

On Monday 26 November, the CQC told me that I would have to get the PHSO to open another investigation. I asked the CQC how I can approach the Trust when they will no longer respond? And noted that the police were waiting for a response to that question.

NB THE POLICE DO NOT HAVE A CLUE REGARDING PHSO FAILURES AND HARMS DONE POLICE WERE APPROACHED SOON AFTER MY MOTHERS DEATH

WAS ADVISED COMPLAINT WOULD HAVE TO GO THROUGH THE WHOLE NHS COMPLAINT SYSTEM BEFORE THEY WOULD REVIEW

Even the coroner said he would review if there was a PHSO uphold

PHSO CAN BE damaging with their reviews

The CQC told me I would have to correspond with the Trust on my questions.

MP SUPPORT PHSO ENQUIRY

My MP had written to Trust CEO on my behalf, who wrote back supporting the complaints manager saying he had nothing to add. They have their own Conflict of Interest protocol. they would not have their own enquiry.

My complaint is really embarrassing to them They have closed me down completely.

FORCED BY PHSO TEMPLATE APOLOGY

Letter received from Chief Executive Medical Director with vote on the board

Extracts from letter received 31st October

“I have received final report from PHSO regarding complaint how we cared for your mother”

“We did not comply with our own standards” THEY ARE NOT COMPLYING WITH PHSO!

“following your mothers transfer to the ward she did not receive a medical review until the Monday’

There wasn’t a review PHSO failure

“There are recommendations for us to realise the CQC NHS Improvement and Ombudsman which will evidence that we have complied.....

Nothing no evidence NO PHSO ENFORCEMENT JUST ACCEPTANCE

This letter full of promises Nothing just a report

IT WAS CHALLENGED

PHSO ARE NOT DOING THEIR JOB A COMPLETE WASTE OF TAX PAYERS MONEY

PHSO just accept anything Trust management report When you look into it its nothing There is no learning Just meaningless reports and letters.

Content was Inaccurate upsetting

Contrasting Bullying email from Complaint Manager

Both letters available as evidence

Both letters held by PHSO

PHSO recommendations

The 4 PHSO recommendations were NOT robustly followed up

It took my advocates and myself to chase them

There is no evidence that they had been COMPLIED WITH

Incompetence involved as PHSO caseworker must have accepted them,

PHSO asked advised to go back to PHSO with further investigation to challenge this!

I still believe the Trust have done little as the latest CQC inspection 2020 reported this Trust's ICU unsafe

PHSO cannot or will not enforce them

Members of PACAC

994 days of harrowing PHSO complaint procedure for what?

The Trust did not take on any learning or service improvements

Please tell me what is the purpose of the PHSO?

Rob Behrens is a wordsmith and will just issue more reports and answers that mean nothing

He will bore everyone with the new patient's safety framework

What PHSO accountability after 2019 PACAC meeting in Portcullis House?

What happened? What improvements? What change? All RB did was moan about his moving offices

Rob Behrens podcasts are dreadful, Who is his master?

I call for his resignation. I went to the PHSO annual meeting in 2018. I was not able to speak during that meeting. I came across Rob Behrens after the meeting. He said he wanted to publish the final report if the PHSO's recommendations were not complied with but this has not been done.

I call for PHSO to be ended and a completely independent office to be brought in to heal this cancer of NHS Complaint which has been designed to fail.

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