

30th July 2019

In Confidence

REDACTED

Swandean
Arundel Road
Worthing
West Sussex
BN13 3EP

Dear **REDACTED**

I write in response to your emails where you raise concerns/comment in regards to the treatment and care provided to you by Sussex Partnership NHS Foundation Trust (SPFT). I am writing to summarise all of our contact with you since 2012 via the Complaints and PALS team and to highlight the issues that we feel have been fully resolved by the Trust.

The following complaints are all linked to the matter regarding your diagnoses:

- On 7th August 2012 case number [REDACTED]
You disputed the diagnoses that had been given at the Neurobehavioral Clinic in 2009, stating it was wrong and that you have Asperger's Syndrome.

Outcome: Not Upheld - a response was provided to you explaining the assessment process and confirming it was thorough and in-depth. The case was closed on 25th September 2012.
- On 10th October 2013, information was requested and sent to the Parliamentary Health Service Ombudsman (PHSO) for review. The PHSO initially closed the case; however they decided after further contact from you that they would re-open the case but only to look specifically at the process around the specialist funding panel. The case was subsequently re-opened on 10th January 2014.

PHSO investigation outcome: not upheld – we understand the reasons for [REDACTED] having raised these concerns, particularly with her strong belief around the private assessments' conclusions of a diagnosis of Asperger's Syndrome. Whilst we acknowledge that [REDACTED] remains unhappy with the outcome of the specialist commissioning panel hearings, we hope to provide her with some reassurance that the processes followed in order for the decision to be reached was reasonable and in line with relevant policies and procedures.

Chair: Peter Molyneux

Chief Executive: Samantha Allen

Head office: Sussex Partnership NHS Foundation Trust, Swandean, Arundel Road, Worthing, West Sussex, BN13 3EP

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We identify no failing with this or the Trusts responses to her concerns. The case was closed on 4th April 2014.

- The case was re-referred to the PHSO on 25th September 2014. A letter was provided to the PHSO by the complaints manager outlining the assessment process that had taken place. In May 2015 however, they took the decision not to investigate and closed the case.
- 10th August 2016, case number was raised via MP Peter Kyle.
Details: Patient requests written confirmation of her Asperger's diagnoses in health records or independent reassessment.

Outcome: Not Upheld - Confirmed by Dr Andrea Cohen, Consultant Clinical Psychologist that patient does not have a diagnosis of Asperger's.

The case was closed 6th September 2016.

- 17th December 2018 - case number
Details: Raised with Sam Allen via twitter, disputing your diagnoses from 2009 and access to Autistic Spectrum Disorder Pathway.

Outcome: not upheld, this case was closed on 1st February 2019
This was a historic complaint reviewed by the PHSO and not upheld. The NHS Complaints process has been exhausted and the complaint will not be reopened.

You met with me and Sam Allen on 24th April 2019, which was followed up with a letter on 30th May 2019. The letter explained that we are unable to change your diagnoses on file with SPFT without a full clinical assessment. However, it was agreed that following a full review by the Medical Director, seeking a second opinion would be the best way forward. I explained that I was in the process of agreeing a suitable consultant to carry this out.

Please see full details of letter attached.

You responded via email on 31st May and a further response was sent to you on 13th June 2019 which, again, reiterated that the Chief Executive cannot change a diagnoses made by a Trust clinician and offered again to arrange for a second opinion assessment. Please see full details of letter attached.

You responded via email on 26th June 2019 with four questions; to answer questions 1-3 I refer you back to the letters dated 30th May and 13th June.

You emailed again on 10th July, which you subsequently forwarded to Sam Allen on 19th July, with 5 questions which again, I refer you back to the letters dated 31st May and 13th June.

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Extensive investigation in to your previous care and treatment has taken place by SPFT and the PHSO and your complaints have not been upheld. The offer of a second opinion remains open to you. Should you wish to take advantage of this, and when we have your agreement, we will access an appropriate person to carry this out. In summary, we are not able to offer any further comment or response regarding your historical care and treatment.

Yours sincerely,

A handwritten signature in black ink, appearing to read 'J. Rosser'.

Justine Rosser
Deputy Chief Nurse

Chair: Peter Molyneux

Chief Executive: Samantha Allen

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