

OPEN LETTER

4 Innisfail Gardens
Aldershot
GU11 3XG

10 February 2020

Dear Maggie MacIsaac

Thank you for your letter of 10 February 2020. I am pleased to note that you are working with us directly, rather than using legal or insurers advice.

The removal of West Hampshire CCG from involvement in my wife's care package, subject to approval from the Surrey and North East Hampshire and Farnham teams, is appreciated.

Unfortunately, all of the other matters raised in my letter of 29 January have not been addressed.

- The 27 January response failing to address fully Point 3 of the "Requested Actions" from our letter of 21 December 2019.
- The deletion of the November 2017 and January 2018 reviews.
- Confirmation that our understanding of the review process is correct.

We have been subjected to unlawful behaviour, lies, having consent obtain through dishonesty, having documents tampered with, review outcomes altered and process complaints pre-determined by a clinical decision that was unauthorised. North East Hampshire and Farnham CCG is aware of all of this but has not admitted that we have been severely wronged. We cannot trust North East Hampshire and Farnham CCG to continue this behaviour if the Surrey Team does the same.

In addition, with the on-going refusal to accept failings, we do not trust the review process to be fair. It is in the interest of North East Hampshire and Farnham CCG (and West Hampshire CCG) for the review to conclude that an MDT is required, despite the evidence that you are already aware of, in order to justify the November 2017 and January 2018 reviews and the unlawful processes with have faced. As such, there is a bias in the system until the failings are resolved. The review should not take place until the faults in the processes that we have faced are admitted. Any delay is the fault of North East Hampshire and Farnham CCG (along with West Hampshire CCG) due to their lack of honesty, transparency and accountability.

I am disappointed to say that we continue to receive the impression that North East Hampshire CCG is continuing to seek to protect itself rather than uphold the Duty of Candour. Too often, just as in your response today, key questions are ignored. You have not even responded to the offer to listen to the recordings of the meetings. As such, I am preparing to reopen my national campaign and will do so if I have not had a full and honest response to the above points by the end of today, or at least a phone call to address the points which will then be followed up in writing.

Yours sincerely

Phil Austen-Jones