

PE1844/C

Anonymous submission of 12 January 2021

I agree that there should be an external regulatory complaints body to improve complaints procedures within NHS boards.

I have very serious concerns about the treatment my son received after attending hospital. He died three months later, and I believe, had more been done when he first attended hospital, he would still be with us.

I put a complaint into the health board, however, I received only a letter saying my complaint had been investigated by managerial staff and comments from another consultant whom I discovered works alongside the consultant in question. I do not believe that this should be allowed. In every other job you are accountable for your actions, and this is lives they are dealing with. I believe that this consultant played with my son's life that day.

There should have been an independent investigation!

It would seem the medical professionals are covered with policies, yet you or I would be accountable for our actions. These are human lives they are dealing with.

In my experience, complaining to the Medical Board/GMC has been a waste of time. I was advised the person in question may get a warning – really! When a life has been lost? I believe that medical professionals may be compromised by a sense of loyalty to a colleague. I therefore believe that there needs to be independent complaints procedures.