

HEALTH SERVICE OMBUDSMAN FOR ENGLAND

Statement of Complaint: Case No: E. 1858/00-01

Complainant: Mr F Redmond
Flat A
115 Warwick Road
London SW5 9EZ

Complaint against: Chelsea and Westminster Healthcare NHS
Trust

Complaint as put by Mr Redmond

1. The account of the complaint provided by Mr Redmond is that in 1996 he complained to the Ombudsman about difficulties in arranging treatment for his daughter who has a metabolic disorder and requires both neurological and vitamin B12 treatment. Reporting on that complaint in 1997 the Ombudsman urged all concerned to resolve the problems in providing Miss Redmond's treatment. Since then satisfactory arrangements for her treatment have not been made. In November 1999 arrangements were put in place to provide appropriate care for Miss Redmond but have not been fully implemented. A paediatric neurologist at the Trust is willing to provide her neurological care but Mr Redmond says the paediatric neurologist is unable to take responsibility for her vitamin B12 treatment because he does not have specialist B12 expertise. Despite extensive correspondence and meetings with Mr Redmond, Trust staff and the Health Authority the provision of Miss Redmond's care within the NHS remains unresolved.

2. The matter subject to investigation is that the arrangements made by the Trust, since the previous investigation, for monitoring and treating Miss Redmond for her metabolic disorder have been and remain unsatisfactory.