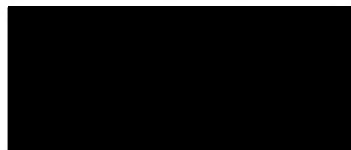


You can contact me on: 0300 061 4520
paul.farrell@ombudsman.org.uk

Our reference: HS-180294/0104



In Confidence
Mr Michael Jones



4 April 2014

Dear Mr Jones

Your complaint about University College London Hospitals NHS Foundation Trust

In March we wrote to you to share our draft investigation report. We have now considered the comments you made about the report and we have made our decision. I have included with this letter our final report.

We did not change our report as a result of your comments and we have not upheld the complaint. I will explain the reasons for this below.

You said that our draft report was ambiguous, in that it did not say whether we have looked at all the images of your MRI scan, or just the images you sent to us. I can confirm that we only looked at the MRI scan images you sent to us. This is because they were the images that you felt showed the presence of artificial structures in your neck. Given that we did not find that to be the case, it was not necessary for us to look at any other MRI scan images.

You asked for the Medical Adviser's name and qualifications. You will see that we have added the Medical Adviser's profession and qualifications to the final report. We are satisfied that he has suitable experience to examine and understand MRI scan images. We have not included the Medical Adviser's name as this would not be our usual process, and we do not consider that it has relevance to his suitability to provide medical advice in this case.

You asked for an explicit statement of what the Medical Adviser examined. It might be helpful to know that the Medical Adviser looked at the MRI scan images you sent to us. This is the approach that would be taken by any specialist investigating the results of an MRI scan.



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You said that our investigation had been carried out without full knowledge of the circumstances of your case. You attached an 81 page report to support your view. Having reviewed the documents that you have sent to us, I have not seen any evidence that would give us cause to change our decision in respect of your complaint.

I hope that I have explained clearly why we have not changed our decision as a result of your comments. We have also sent a copy of the final report to the Trust.

Please do not hesitate to contact me if you have any questions about our investigation.

Yours sincerely

A handwritten signature in black ink, appearing to read 'P. Farrell', with a small '7.7' written below the first part of the signature.

Paul Farrell
Investigator

Enc: 1

If you think our decision is wrong, you can request a review. To enable us to review our decision you must provide us with evidence that our decision was based on inaccurate information; or you have new information that was not previously available to us; or we overlooked or misunderstood your complaint. To request a review, you can complete a *'What to do if you think our decision is wrong' form*, which is available on our website: www.ombudsman.org.uk. Alternatively, you can contact us for the form. You will need to show that you meet our review criteria **within three months** of the date of this letter.

An independent research company acting on our behalf may contact you in the future in *connection* with surveys or research to help us improve our services. If you would prefer not to take part, please let us know within 14 days of the date of this letter by calling 0300 061 4222 (24 hour answerphone) or by emailing us at customersurvey@ombudsman.org.uk. Information passed to and collected by the research company is kept in the strictest confidence, and used for research purposes only.

We sometimes publish case summaries and include them on our website. These summaries do not include the names of people who have complained to us. We might choose to publish a summary of your case. If you have any objections to us doing so, please let me know.

Health Service Commissioners Act 1993

Report by the Health Service Ombudsman for England of an investigation into a complaint made by Mr Michael Jones

Introduction

1. This is the final report on the investigation into Mr Jones' complaint about University College London Hospitals NHS Foundation Trust (the Trust).

The complaint

2. Mr Jones complains that an MRI scan taken on 6 March 2013 indicates structures in his neck that three specialists at the Trust have not adequately addressed or explained. He complains that these specialists have deliberately lied about the structures and that this may be due to pressure upon NHS staff with regards to covert medical research. Mr Jones says that it is important to him to be able to establish the truth of his medical condition, and that the only outcome he seeks is an open and accurate report on the contents of the MRI scan.

Our decision

3. We looked at the relevant evidence in this case, including Mr Jones' clinical records, the MRI scan images he sent to us, and the papers relating to his complaint to the Trust. We also took advice from one of our medical advisers - an orthopaedic and trauma surgeon, MB ChB, FRCS (Ed), MCh (Orth) (the Medical Adviser).

4. The Medical Adviser carefully examined the MRI scan images and said that they do not show evidence of any artificial structures in Mr Jones' neck. The consultant neurologist, divisional clinical director, and senior consultant neuroradiologist from the Trust all reached the same conclusion. They clearly explained their view in the letters that were sent to Mr Jones in response to his complaint.

5. That being the case, we do not find that the scans show any evidence of artificial structures in Mr Jones' neck. We also consider that Mr Jones was given an accurate, evidence-based explanation about the MRI scan by the Trust. While we

hope that our report provides Mr Jones with assurances that he has received the open and accurate account he was seeking, we do not uphold his complaint about the Trust.

A handwritten signature in black ink, appearing to read 'P. Farrell'.

Paul Farrell
Investigator

4 April 2014