

I am with the Havering PCT PPI Forum and I received the DHN Policy Briefing from our support officer.

I am writing as a carer with personal experiences, caught up in a nightmare scenario. Sadly, we have just completed a stage level 2 complaint with an independent complaints officer.

Please hear my voice. I was shocked to find out during this enquiry that the service providers at a day centre my daughter attends had on record tests carried out on her without my knowledge or consent.

The decisions about that particular health problem were given by a consultant and a community nurse. But, not happy with that they carried out their own tests, people of no medical expertise and went against the decision given. The shocking part is, I had no knowledge of this. I am her full time carer, she is 31 years old. I also find myself being assessed as mentally unbalanced. I have never taken any medication or had any history of this.

The power that authorities wield under the cover of confidentiality is breathtaking. Carers have no power, regardless of any papers to say otherwise.

The complaint (or concern) is about a fight for simple health needs – water. This letter might help to stop suffering.

Yours sincerely

Marion Popkin