

Our Ref: C-021188

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PRIVATE AND CONFIDENTIAL

Mr Malcolm Alexander

Via email: HAPIA2013@AOL.COM

23 June 2015

Dear Mr Alexander

RE: NHS England complaint reference C-021188

Thank you for highlighting your concerns about the consultation taken by NHS England in relation to the new service specification for immigration removal centres (IRC). I am sorry that you have had cause to complain.

NHS England takes complaints seriously and has undertaken a full investigation into the concerns you have raised. The full outcome of this investigation is included in the attached report.

I feel that this report comprehensively answers the comments made in your complaint by:

- Detailing the methods used to consult with individuals to whom services are being or may be provided (paragraphs 22-23)
- Providing examples of how patient and public voice has been used (points 24-29)
- Detailing our plans for future patient engagement (paragraphs 30-33)

If you are unhappy with this response and wish to go to the next stage of the complaints procedure, you should write to the Parliamentary and Health Service Ombudsman (PHSO) at Millbank Tower, Millbank, London, SW10 4QP and request they review your complaint.

Yours sincerely



Rosamond Roughton
Director of NHS Commissioning