

[REDACTED]

---

**From:** [REDACTED]@imassgroup.com>  
**Sent:** 21 August 2018 16:41  
**To:** [REDACTED]  
**Cc:** [REDACTED]; [REDACTED]  
**Subject:** Re: Provision of SMP

Good afternoon [REDACTED]

Firstly I would like to offer my sincere apologies for the time taken to respond. I note your comments and frustration and would like to reassure you that on being made aware that Dr Nightingale was unable to attend clinic on August [REDACTED] or to undertake subsequent appointments scheduled to take place on [REDACTED] September we instigated a review of all possibilities to provide cover. Unfortunately having exhausted a search of the existing IMASS SMP resource, and having explored the wider physician resource via Medigold Health (MGH), we have not been able to source an SMP to cover this work.

I spoke with the [REDACTED] for MGH, [REDACTED] and with regret we have concluded that we are not in a position to provide this resource going forwards.

I absolutely appreciate that this situation is far from ideal. Since [REDACTED] [REDACTED] we have been wholly reliant on Dr Nightingale's availability to provide SMP clinics in your area, without Dr Nightingale's availability, again coupled with [REDACTED] we are unable to continue providing this service.

I am out of the country on leave presently, but wanted to make contact with you to extend my personal apologies, this has been my earliest opportunity today due to travel commitments across the day. [REDACTED] can be contacted in my absence if you feel there is anything further we can possibly do to help, or there is any option we may not have considered. Is there an option of rescheduling the telephone appointment to an alternative date?

I will pick up again with [REDACTED] on my return to the office, Thursday 30th August.

Sincere apologies again.

Yours with kind regards

[REDACTED]

[REDACTED]  
[REDACTED]

---

**From:** [REDACTED]  
**Sent:** Tuesday, August 21, 2018 10:53:57 AM  
**To:** [REDACTED]  
**Cc:** [REDACTED]; [REDACTED]  
**Subject:** RE: Provision of SMP

Dear [REDACTED]

Thank you for your email.

I am sorry that we are unable to offer you an alternative SMP for the cases that you have allocated on [REDACTED] August and [REDACTED] September, as I am sure you can appreciate we have a limited number of SMP's, I have looked in to this myself, unfortunately there is no availability with any of our SMP's on either date. I am very sorry for the inconvenience that I know this will cause and also that it has taken until today for you to get a definitive answer.

Please also accept my sincerest apologies that you have found communication or the lack of frustrating. I appreciate your comments and should you wish to make a complaint that can be done by emailing [customercare@medigold-health.com](mailto:customercare@medigold-health.com), I have also attached a leaflet for your information.

I will request that [REDACTED] make contact and discuss with you further upon her return from annual the latter part of next week.

Kind Regards

[REDACTED]

\*\*\*\*\*

[REDACTED]

[REDACTED]

IMASS, Buckland House, 12 William Prance Road, Plymouth, PL6 5WR

[REDACTED] [imassgroup.com](http://imassgroup.com)

Direct Dial: 01752 [REDACTED]

Working Hours: Monday – Friday 8.30 – 4.30

---

From: [REDACTED] [REDACTED] <[\[REDACTED\]@staffordshire.pnn.police.uk](mailto:[REDACTED]@staffordshire.pnn.police.uk)>

Sent: 21 August 2018 10:29

To: [REDACTED] [REDACTED] <[\[REDACTED\]@imassgroup.com](mailto:[REDACTED]@imassgroup.com)>

Cc: [REDACTED] [REDACTED] <[\[REDACTED\]@staffordshire.pnn.police.uk](mailto:[REDACTED]@staffordshire.pnn.police.uk)>; [REDACTED]

[REDACTED] <[\[REDACTED\]@staffordshire.pnn.police.uk](mailto:[REDACTED]@staffordshire.pnn.police.uk)>; [REDACTED] [REDACTED] <[\[REDACTED\]@staffordshire.pnn.police.uk](mailto:[REDACTED]@staffordshire.pnn.police.uk)>;

[REDACTED] <[\[REDACTED\]@staffordshire.pnn.police.uk](mailto:[REDACTED]@staffordshire.pnn.police.uk)>

Subject: Provision of SMP

Importance: High

Good Morning [REDACTED]

Thank you for your phone call this morning advising that you do not have a SMP available to for our scheduled clinic on [REDACTED] August 18 and 1 x telephone consultation on [REDACTED] September 18, both of which had previously been allocated to Dr Nightingale.

This news is most frustrating given that we have been chasing this up for a couple of weeks, following notification from Dr Nightingale that she would be unavailable. Adding to the frustration is the lack of return phone calls, or contact from [REDACTED] who I understand is the [REDACTED]. In short the late notice confirmation of non-availability is unacceptable and I would be grateful if you could advise me of your complaints procedure so I can pursue this formally with Medigold.

Could I respectfully request that you advise me as to the earliest dates you have a SMP available to undertake the clinics to review injury on duty pensioners. Additionally, I find it incomprehensible that you are unable to find a Dr to undertake 1 phone call on [REDACTED] September so can I ask that someone looks into this as a matter of urgency as I am extremely reluctant to cancel that particular appointment which has taken a good deal of effort to put into place.

I look forward to an early response and confirmation by return email that the appointment on [REDACTED] September 18 at 0800hrs has been allocated to an alternative SMP.

Kind regards

[REDACTED]

[REDACTED]

Occupational Health  
Staffordshire Police  
Weston Road  
Stafford  
ST18 0DD

\*\*\*\*\*

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[REDACTED]

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**From:** [REDACTED] <[REDACTED]@staffordshire.pnn.police.uk>  
**Sent:** 16 August 2018 16:00  
**To:** [REDACTED]  
**Subject:** RE: [REDACTED] August Clinic - Dr Nightingale

Hi [REDACTED]

Mr [REDACTED] address is:-

[REDACTED]  
[REDACTED]  
[REDACTED]  
[REDACTED]

Mr [REDACTED] address is

[REDACTED]  
[REDACTED]  
[REDACTED]  
[REDACTED]

---

**From:** [REDACTED] [mailto:[REDACTED]@imassgroup.com]  
**Sent:** 16 August 2018 09:55  
**To:** [REDACTED] [REDACTED]@staffordshire.pnn.police.uk>  
**Subject:** RE: [REDACTED] August Clinic - Dr Nightingale

Hi [REDACTED],

I do have details for everyone except M [REDACTED] and Mr [REDACTED] – please could you supply this?

Thanks,

Kind regards,

[REDACTED]

\*\*\*\*\*

[REDACTED]

[REDACTED]  
IMASS, Buckland House, 12 William Prance Road, Plymouth, PL6 5WR  
[REDACTED] [imassgroup.com](http://imassgroup.com)

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**From** [REDACTED]@staffordshire.pnn.police.uk>  
**Sent:** 16 August 2018 08:53  
**To:** [REDACTED]@imassgroup.com>  
**Cc:** [REDACTED] <[REDACTED]@staffordshire.pnn.police.uk>  
**Subject:** RE: [REDACTED] August Clinic - Dr Nightingale

Hi [REDACTED]

I have spoken to [REDACTED] who sat in on the appointments with the below-named, and she has said that Dr Nightingale made a note of each person's contact details.

Kind regards, [REDACTED]

---

**From** [REDACTED] [mailto:[REDACTED]@imassgroup.com]  
**Sent:** 15 August 2018 12:15  
**To:** [REDACTED]@staffordshire.pnn.police.uk>  
**Subject:** RE [REDACTED] August Clinic - Dr Nightingale

Hi [REDACTED],

Please could you supply postal addresses for the following attendees?

- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]

Thank you,

Kind regards,

[REDACTED]

\*\*\*\*\*

[REDACTED]

[REDACTED]

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[REDACTED] [imassgroup.com](mailto:[REDACTED]@imassgroup.com)

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**From:** [REDACTED] [REDACTED]@staffordshire.pnn.police.uk>

**Sent:** 10 August 2018 13:14

**To:** [REDACTED] <[REDACTED]@imassgroup.com>

**Subject:** [REDACTED] August Clinic - Dr Nightingale

Hi [REDACTED]

Just to confirm the below attendees at Dr Nightingale's clinic on [REDACTED] August 2018:-

10.45 am	[REDACTED]
11.30 am	[REDACTED]
12.15 pm	[REDACTED]
12.30 pm	[REDACTED]
1.00 pm	[REDACTED]
1.30 pm	[REDACTED]

Unfortunately due to consent issues, there have been no files I have been able to forward on to Dr Nightingale.

There was initially a 9 am telephone consultation, however, as I didn't have the consent of the individual to release his phone number to Dr Nightingale, despite an email to him nearly two weeks ago, I am unable to share his number.

Kind regards [REDACTED]

[REDACTED]  
[REDACTED]



Occupational Health Safety and Welfare  
Hydrant Way  
Beaconside  
Stafford  
ST18 0DD

Postal Address: Weston Road, Stafford ST18 0YY

Phone: 01785 [REDACTED]  
E Mail: [REDACTED]@staffordshire.pnn.police.uk

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**From:** [REDACTED] [REDACTED]@imassgroup.com>  
**Sent:** 15 August 2018 09:41  
**To:** [REDACTED]  
**Subject:** RE: Dr Nightingale - telephone appointment [REDACTED] eptember

Hi [REDACTED]

[REDACTED] has confirmed that this is fine and that she will confirm it in her diary once confirmed your end.

Thanks,

Kind regards,

[REDACTED]

\*\*\*\*\*

[REDACTED]

[REDACTED]

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**From:** [REDACTED] [REDACTED]@staffordshire.pnn.police.uk>  
**Sent:** 14 August 2018 17:14  
**To:** [REDACTED] <[REDACTED]@imassgroup.com>



Cc: [REDACTED] <[REDACTED]@staffordshire.pnn.police.uk>

Subject: Dr Nightingale - telephone appointment [REDACTED] September

Hi [REDACTED]

When Dr Nightingale was here on 31 July, she agreed with [REDACTED], to undertake a telephone appointment with a Mrs [REDACTED] on [REDACTED] September 2018 at 8 am. I haven't got Mrs [REDACTED] contact number at present, but just wanted to make sure that this slot was in Dr Nightingale's diary.

Thank you, [REDACTED]

[REDACTED]  
[REDACTED]



Occupational Health Safety and Welfare  
Hydrant Way  
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Stafford  
ST18 0DD

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**From:** [redacted] [redacted]@imassgroup.com>  
**Sent:** 07 August 2018 14:48  
**To:** [redacted]  
**Subject:** [redacted] ug

Hi [redacted]

Dr Nightingale has just advised that she is no longer available on [redacted] ugust due to unforeseen circumstances. I apologise for any inconvenience.

Thanks,

Kind regards,

[redacted]

\*\*\*\*\*

[redacted]

[redacted]

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[redacted] [imassgroup.com](http://imassgroup.com)

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**From:** [REDACTED] [REDACTED]@imassgroup.com>  
**Sent:** 16 August 2018 13:55  
**To:** [REDACTED]  
**Subject:** RE: Requested phone contact for a Mr [REDACTED]

Hi [REDACTED]

Unfortunately, Dr Nightingale has advised that she won't be able to do the call prior to [REDACTED]. They're currently only lunch, but I'm going to raise this to my supervisor and the Operations Manager now alongside the outstanding SMP query because I appreciate that this does need to be resolved urgently.

Thank you for your patience with this,

Kind regards,

[REDACTED]

\*\*\*\*\*

[REDACTED]

[REDACTED]

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**From:** [REDACTED] [REDACTED]@staffordshire.pnn.police.uk>  
**Sent:** 16 August 2018 13:45

To: [REDACTED]@imassgroup.com>

Subject: FW: Requested phone contact for a Mr [REDACTED]

Hi [REDACTED]

Further on from the below email. Mr [REDACTED] has just emailed me to see whether the telephone call could be on [REDACTED] August 2018 at 9am BST. Please could you ask Dr Nightingale whether this would be convenient for her.

Thank you, [REDACTED]

---

From: [REDACTED]

Sent: 16 August 2018 12:12

To: [REDACTED] <[REDACTED]@imassgroup.com>

Subject: Requested phone contact for a Mr [REDACTED]

Hi [REDACTED]

Dr Nightingale had scheduled in her list of appointments for [REDACTED] August, a telephone consultation for a Mr [REDACTED] at 9 am BST. Mr [REDACTED] lives in [REDACTED] and provided me with his contact number, however Dr Nightingale asked me to get his consent before I released this number to her.

I sent an email to Mr [REDACTED] on [REDACTED] asking him for consent to share his number with Dr Nightingale, however I failed to get a response. Mr [REDACTED]

Could I now have another date and time from Dr Nightingale please when she can speak to Mr [REDACTED] in [REDACTED] once this is confirmed I will forward the telephone number.

I do not have Mr [REDACTED] consent to forward any documentation in advance of the call.

Thank you, [REDACTED]

[REDACTED]  
[REDACTED]



Occupational Health Safety and Welfare  
Hydrant Way  
Beaconside  
Stafford  
ST18 0DD

Postal Address: Weston Road, Stafford ST18 0YY

Phone: 01785 [REDACTED]

E Mail: [REDACTED]@staffordshire.pnn.police.uk

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**From:** [REDACTED] [REDACTED]@imassgroup.com>  
**Sent:** 01 August 2018 15:29  
**To:** [REDACTED]  
**Subject:** RE: [REDACTED] Address

Hi [REDACTED],

Thank you for confirming. I have today issued the report to him. We have received written correspondence stating that we are not to release the report without Mr [REDACTED] written consent so I cannot advise the due release date.

Thank you,

Kind regards,

[REDACTED]

\*\*\*\*\*

[REDACTED]

[REDACTED]

IMASS, Buckland House, 12 William Prance Road, Plymouth, PL6 5WR

[REDACTED] [imassgroup.com](http://imassgroup.com)

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**From:** [REDACTED] [REDACTED]@staffordshire.pnn.police.uk>  
**Sent:** 01 August 2018 15:04

To: [REDACTED] [REDACTED]@imassgroup.com>  
Subject: FW: [REDACTED] - Address

Hi [REDACTED]

In light of [REDACTED] email below, as you can see she is advising that the [REDACTED],  
[REDACTED]

[REDACTED]  
[REDACTED]  
[REDACTED]  
[REDACTED]

---

From: [REDACTED] [mailto:[REDACTED]@west-midlands.pnn.police.uk]  
Sent: 01 August 2018 14:51  
To: [REDACTED] [REDACTED]@staffordshire.pnn.police.uk>; [REDACTED] [REDACTED]@imassgroup.com>  
Cc: [REDACTED] <[REDACTED]@staffordshire.pnn.police.uk>  
Subject: RE: [REDACTED] Address

Thanks [REDACTED] [REDACTED]  
[REDACTED]

[REDACTED]  
Deputy Director  
Staffordshire and West Midlands Police Joint Legal Services  
Lloyd House  
Colmore Circus  
Birmingham  
B4 6NQ

Internal - [REDACTED]  
0121 626 8306  
Mobile [REDACTED]  
email: [REDACTED]@west-midlands.pnn.police.uk



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From: [REDACTED] [mailto:[REDACTED]@staffordshire.pnn.police.uk]  
Sent: 01 August 2018 14:48  
To: [REDACTED] [REDACTED]@imassgroup.com>  
Cc: [REDACTED] WMP <[REDACTED]@staffordshire.pnn.police.uk>  
Subject: RE: [REDACTED] - Address

Hi [REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

Kind regards, [REDACTED]

---

**From** [REDACTED] [[mailto:\[REDACTED\]@imassgroup.com](mailto:[REDACTED]@imassgroup.com)]

**Sent:** 01 August 2018 14:33

**To:** [REDACTED] [REDACTED] <[\[REDACTED\]@staffordshire.pnn.police.uk](mailto:[REDACTED]@staffordshire.pnn.police.uk)>

**Subject:** [REDACTED] - Address

Hi [REDACTED]

Please could you provide the postal address for [REDACTED] so that I can hi his report to him?

Thank you in advance,

Kind regards,

[REDACTED]

\*\*\*\*\*

[REDACTED]

[REDACTED]

IMASS, Buckland House, 12 William Prance Road, Plymouth, PL6 5WR

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