DATE

Practice Manager

Medical Clinic

Address

Phone number

Dear Practice Manager

I am writing to you on behalf of my experience at your practice (Jane Doe, DOB 8/9/1982). I attended your practice twice in two weeks regarding a persisting cough. This letter is regarding my second appointment on the 11/11/2021 with Dr James Bond. I explained to Dr Bond that I was still feeling unwell and that the same symptom from a week prior were not improving. Dr Bond then asked me what medication I was on for anxiety, and I explained I was under the care of a psychiatrist at for medication management. Dr Bond asked me if “[I] was sure [I] wasn’t depressed”, which I replied that I was not. Dr Bond then asked me “If [I] had bipolar”. Dr Bond seemed dismissive of me and was smirking. I felt that Dr Bond thought I was wasting his time.

I was feeling frustrated because my symptom had not improved; my throat was incredibly sore, and I was finding it hard to swallow. I explained that I requested Dr Bond check to see if I had a throat infection, to which Dr Bond replied, “What are you worried about?”. I went on to explain that I was not worried about anything, but that I felt unwell, has not improved, and had two young children to care for. At this point Dr Bond checked my ears, throat and nose, and informed me, after laughing, that I had a cold and that I should let it run its course.

I left Drovers Medical Clinic feeling frustrated, disrespected and upset, and feeling like I had not been listened too. Dr Bond questioned my medication and mental health diagnosis unnecessarily and in a rude manner, especially after I informed him I was already under the care of a mental health professional.

I am concerned, justifiably, about the manner of Dr Bond regarding mental health patients, and have expressed I would like him to be made aware that his actions and words were very upsetting. I accept that he may have needed to ask how I was going regarding her mental health but felt it rude and disrespectful that he questioned my diagnosis and did not believe me. I felt that Dr Bond did not want to listen to how I was feeling. Dr Bond did not assess me properly, as three days later at a different practice, I was diagnosed with a throat and chest infection which required antibiotics. I also wanted to inform you that regrettably after my experience with Dr Bond, I will not be returning to the practice.

I request a written response from your medical centre acknowledging her concerns regarding Dr Bond’s behaviour. I ask that all replies be sent to me via (email).

Kind regards,

Jane Doe