

PRESS RELEASE
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ANH-Intl Regional Offices
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Patients protest about mistreatment at Somerset's biggest hospital

A group of patients including Jane Martel of Milverton, Somerset, is to make a formal complaint about sub-standard care at Musgrove Park Hospital, Taunton. The complaint will be lodged with the Care Quality Commission, which has yet to inspect the hospital, as well as with local MPs.

Mrs Martel, who is seriously ill with cancer and has recently suffered more than one cardiac arrest, is appealing to other patients to come forward so that a comprehensive complaint can be made with the aim of triggering an investigation.

Describing her motive to instigate the complaint, Mrs Martel said, *"My decision to go public and formalise a complaint hasn't been taken lightly. The way in which I was treated last week during an emergency admission was abominable. No one in his or her right mind would care for an animal in that way. But following another seizure on Sunday, this treatment was repeated and included discharge in the early hours of yesterday morning – without any apparent regard for my grave state of health. Over the last few weeks I have discovered that I'm far from the only person who's been on the receiving end of appalling mistreatment and disrespect at the hospital's A&E unit. Not only does this kind of treatment go against the whole ethos of the hospital – it also makes a mockery of the NHS constitution and its commitment to patients. Quite simply, something has to be done."*

Mrs Martel is asking patients who have experienced sub-standard care at Musgrove Park Hospital to contact an independent, non-governmental organisation that she has designated to act on her behalf given her frail state of health. Potential complainants should contact the Alliance for Natural Health International (ANH-Intl) (details in Editor's Notes) by 11th September 2013, to ensure the complaint can be filed by the end of the month.

Commenting on the community initiative, executive director of ANH-Intl, Robert Verkerk PhD, said, *"Respect and protection of human dignity is one of few inviolable human rights. And empathy is crucial to effective healthcare delivery. Once either of these are lost from a hospital, it is effectively broken and patient's face a lottery after admission. Janie Martel should be applauded for her brave efforts to rally others in her community to help restore these values in their local hospital. We sincerely hope that Mrs Martel's initiative will trigger the Care Quality Commission to investigate the hospital sooner rather than later."*

"Promoting natural and sustainable healthcare through the use of good science and good law"

At a meeting last week, Mrs Martel and another ex-patient informed Jo Cubbon, chief executive of Musgrove Park Hospital, of their mistreatment and their intention to file a formal complaint. While Mrs Martel said she was heartened by Ms Cubbon's concern, it had clearly not made a difference prior to the weekend. She was still hopeful that following its lodgement, the complaint would help reduce cases of mistreatment at Musgrove Park Hospital.

ENDS.

EDITORS' NOTES

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Note: Mrs Martel is not currently well enough to take calls directly from journalists. but any pressing questions can be put to her via email questions sent to either of the above two email addresses.

About the ANH-Intl

www.anhinternational.org

Alliance for Natural Health International is an internationally active non- governmental organisation based in the UK working towards protecting and promoting sustainable approaches to healthcare. The organisation was founded in 2002 by Dr Robert Verkerk, an internationally acclaimed expert in sustainability, who has headed the organisation since this time.

More information about its activities in Europe can be found at www.anh-europe.org