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Re: Obstructed access of detainees to medical information

Dear Dr Arnold,

Your letter dated 04/04/07 to the Centre Manager Mr. Andy Clark has been forwarded to me, as Andy is presently on annual leave.

I have looked into the matter raised, and can offer the following: -

- It is routine for Bridge House to give Detainees a contact number where they can access results and advice about those results.
- The healthcare centre also has this number, and can and will assist Detainees if they need assistance in contacting Bridge House.
- The healthcare staff are also willing to contact Bridge House on behalf of Detainees should they request it.
- Escorting staff, do not remove the numbers or any info sheets from Detainees.
- Our Healthcare team are advised by Bridge House that Detainees regularly ring them for results and advice, and there appears to be no issue with this.

It would appear that we are doing everything reasonable to facilitate this process, and are unclear as to where the issues lie. Perhaps if we could have specifics about the Detainees that believe they are experiencing difficulties with this process, then we could look into the matter further.

Yours,

John Tolland
Head of Central Services

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