

Subject: Complaints can lead to improved services and experiences for everyone.

----- Forwarded Message -----

From: David Crofts <david.crofts@gmail.com>
To: Paula Fernandez <paula.fernandez@monashhealth.org.au>
Date: Wed, 29 Oct 2014 18:41:29 +1100

A Request for assessment by the CAT Team form would be nice !!!!

Please acknowledge this email !!!!

----- Forwarded Message -----

From: David Crofts <david.crofts@gmail.com>
To: Paula Fernandez <paula.fernandez@monashhealth.org.au>
Date: Wed, 29 Oct 2014 17:25:50 +1100

To save you the trouble of formulating a response, here is a statement validating the actions of Monash Health according to the faulty and flawed mental health act of 1986.

"An authorized psychiatrist asked me to" !!!!

Please acknowledge this email !!!!

----- Forwarded Message -----

From: David Crofts <david.crofts@gmail.com>
To: Paula Fernandez <paula.fernandez@monashhealth.org.au>
Date: Wed, 29 Oct 2014 13:32:59 +1100

The "request for a person to receive involuntary treatment from an approved mental health service" form would more accurately be named the "Dr. Hillol Das memorial certification form"

----- Original Message -----

From: David Crofts <david.crofts@gmail.com>
To: Paula Fernandez <paula.fernandez@monashhealth.org.au>
Date: Wed, 29 Oct 2014 13:16:06 +1100

Of course Dr. Das will need a "send the police to put this arsehole away" form !!!!

----- Original Message -----

From: David Crofts <david.crofts@gmail.com>
To: Paula Fernandez <paula.fernandez@monashhealth.org.au>
Date: Wed, 29 Oct 2014 12:55:33 +1100

The "request for a person to receive involuntary treatment from an approved mental health service" form would more accurately be named the "request for a person to receive assessment with a view to the person receiving involuntary treatment from an approved mental health service" form. Hopefully the mental health act 2014 has rectified this failing !!!!

This would mean that doctors are comfortable using it too, not only the un-qualified members of the general public !!!!

However, in both cases, it would be an improvement to make compulsory the provision of ones reasons. When the above assessment is made this form should also be provided to the person. Un-fortunately is not the case at the moment !!!!

----- Forwarded Message -----

From: David Crofts <david.crofts@gmail.com>
To: Paula Fernandez <paula.fernandez@monashhealth.org.au>
Date: Wed, 29 Oct 2014 11:11:58 +1100

126 Cleeland St Dandenong
Complaints Coordinator
Paula Fernandez
paula.fernandez@monashhealth.org.au

Dear Madam,

This email contains my letter of complaint sent to your Consumer Liaison Officer on Monday, September 15, 2014.

Please find below the further developments I have made since then.

Sincerely,

David Crofts.

----- Forwarded Message -----

From: David Crofts <david.crofts@gmail.com>
To: Paula Fernandez <paula.fernandez@monashhealth.org.au>
Date: Wed, 29 Oct 2014 10:47:23 +1100

When Dr. Das is "un-certain" but "certain" enough to have the police to come along with the CAT Team when they do their "certifying" assessment he should feel "certain" that if he puts his name to the requester document and owns up to being the true requester so called justice will still be done as a request for transport or a recommendation must also be filled in first.

----- Forwarded Message -----

From: David Crofts <david.crofts@gmail.com>

To: help@mhcc.vic.gov.au

Subject: Complaints can lead to improved services and experiences for everyone.

Date: Tue, 28 Oct 2014 19:04:28 +1100

Upon review I deduced the following :-

From the point of view of Monash Health, it is "valid" to send in the CAT Team with Police in tow simply because Dr. Das "asked" them to. However, Dr. Das must have "valid" and not "in-valid" reasons for "asking" the CAT Team to "assess" the suspected "crisis" and also deciding not to "ask" me to come in for an appointment so he can make the "assessment" himself. Unfortunately Monash Health believes these reasons should "not" become part of my medical records.

I believe that a "validation" of these reasons needs to be undertaken and they should not be omitted from ones medical records as they are valuable to both me and Monash Health. I suspect these reasons to be "in-valid" and "ask" AHPRA to "in-vestigate" for me.

-David Crofts.

----- Forwarded Message -----

From: David Crofts <david.crofts@gmail.com>

To: help@mhcc.vic.gov.au

Subject: Complaints can lead to improved services and experiences for everyone.

Date: Tue, 28 Oct 2014 14:41:12 +1100

Dear Sir/Madam,

On 11/02/2013 & 10/04/2013 I had the unfortunate experience of having my "request for a person to receive involuntary treatment from an approved mental health service" form filled out by the lesser of the two crisis assessment team members who visit my home AFTER this visit had already occurred.

I find this practice unacceptable as it prevents the true requester, my private psychiatrist, Dr. Hillol Das, from being made to account for his actions, or at the very least, give his reasons for them.

As your website states :- "Complaints can lead to improved services and experiences for everyone", I can only hope that you will try to ensure that this blatant violation of the spirit of the law will never be repeated under the new mental health act.

Sincerely,

David Crofts.