

Our Ref: 2017104625

PRIVATE AND CONFIDENTIAL

Mr David Crofts
23 Brisbane St
Berwick Victoria 3806
By email: david.crofts@gmail.com

Dear Mr Crofts,

Your complaint

Thank you for your email received by the Mental Health Complaints Commissioner (MHCC) on 24 February outlining your concerns about your experiences with Dr Atanas Yonchev, a consultant psychiatrist from Casey Hospital, Monash Health.

In summary, you have raised the following concerns:

- You have requested a letter from Dr Yonchev addressing the “objective reasons” for Dr Yonchev not returning you to your medication regimen of 2012 when he was again your treating psychiatrist several months ago.

On 23 March 2017 Ms Elizabeth Barber, Resolutions Officer spoke with you to discuss your complaint. I apologise for the delay in someone from our office speaking with you. In this conversation you indicated to Ms Barber that you did not consent for Ms Barber to contact any of your current treating clinicians and requested that contact was only to be made with Dr Yonchev and Monash Health.

On 5 April 2017 Dr Yonchev provided a response to your request which I have enclosed with this letter at his request. We have reviewed the explanation and responses provided by Dr Yonchev and have assessed that there are no further steps that we could take that would provide further resolution to the concerns that you have raised. I have decided therefore to close your complaint on this basis.

If you have further concerns relating to your treatment with Monash Health, you may decide to raise these issues with your case manager and treating clinicians directly, and you can also contact our office to raise any concerns.

Please contact Ms Barber at our office on 1800 246 054 or by email at help@mhcc.vic.gov.au if you have any questions about this letter.

Yours sincerely



Kaaren Dahl
Manager Resolutions and Review

06 / 04 / 2017

Enc. Letter from Dr Yonchev received 5 April 2017