

**Chief Executive**

Date: 31 January 2022

**Private and Confidential**

Mr Mike Sutherland

**BY EMAIL**

Dear Mr Sutherland,

I write further to your email dated 27 December 2021 to the Consultant in Public Health.

I note your concerns about COVID testing, along with the previous concerns you have raised about vaccinations. NHS Dumfries and Galloway's approach to both testing and vaccinations is determined by the Scottish Government. With this in mind, I would once again ask that any enquiries you have in relation to the COVID-19 Pandemic are directed to the Scottish Government by emailing them via [ceu@gov.scot](mailto:ceu@gov.scot) or to the Medicines and Healthcare Regulatory Agency via [info@mhra.gov.uk](mailto:info@mhra.gov.uk).

As advised in our previous correspondence, NHS Dumfries & Galloway will continue to fulfil its statutory obligations whilst acting on the basis of best available clinical advice. Whilst I appreciate that you disagree with our approach, I am satisfied that we have nothing further to add in response to this matter and this will therefore be our final response to those concerns.

Whilst it is important that patients, families and the wider public can raise concerns with the Board, in doing so we expect that any communications are respectful and proportionate. Some of the language used in your recent correspondence has been inappropriate and derogatory towards our staff. We have a duty to protect our staff from such behaviours and as such we will now be placing restrictions on your contact with the Board in line with our Unacceptable Actions Policy (which can be accessed at [www.nhsdg.co.uk/how-did-we-do](http://www.nhsdg.co.uk/how-did-we-do)). The restrictions we are putting in place are as follows:

1. You will now have a single point of contact within the Board for any concerns you wish to raise. That contact is our Patient Services team who can be reached by email at [dg.patientservices@nhs.scot](mailto:dg.patientservices@nhs.scot). You must no longer email individual staff directly. The only exceptions to the single point of contact are where:
  - you are required to liaise directly with a clinical team in connection with care or treatment you are receiving.
  - You are submitting a Freedom of Information request, which can continue to be submitted via [dg.feedback2@nhs.scot](mailto:dg.feedback2@nhs.scot).

2. You may no longer attend our premises for any reason other than a clinical appointment.

These restrictions will remain in place for six months, at which point they will be reviewed. During that time, we will monitor your contact with the Board and if it continues to be inappropriate then we will consider taking further action.

Normally restrictions applied via our Unacceptable Actions Policy are agreed by a senior manager and a right of appeal is offered to the recipient. However, given the number of staff you have contacted, and their positions within the organisation, these restrictions have been considered and agreed by our Senior Management Team. As any appeal will not result in a change to these restrictions, the above is the Board's final decision in relation to this matter.

I appreciate that you are likely to be dissatisfied with the above. I wish to be clear that we are applying these restrictions in order to protect our staff, and that it is not my intention to cause additional frustration or concern.

Yours sincerely

A handwritten signature in blue ink, appearing to read 'J. Ace', with a stylized flourish at the end.

**Jeff Ace**  
**Chief Executive**