PAGE	EXTRACT	COMMENT		
1	SIS			
254	Numerical codes showed me that this was CIA material, sourced from the Uzbek SNB, which the CIA shared with MI6, who issued it to customers such as British Ministers, Eastern Department and me. I now saw two items which seemed to sum up my concerns about these intelligence reports. The first claimed that Islamic militants were gathered in camps in the Tajik hills just above Samarkand, ready to swoop upon the city. I discussed this with Nick Ridout, and we agreed it was nonsense – there were no such camps. The second piece of intelligence purported to give information that certain Uzbek dissidents were linked to Al Qaida, and had travelled to Uzbekistan to meet Osama bin Laden	Request removal. Purports to disclose the contents of intelligence reports. Disclosure undermines trust maintained with intelligence sources and could therefore impair operational effectiveness.		
2	GCHQ			
513- 514	There was further, and extremely strong, evidence that this was not the Islamic terrorist attack the authorities wished us to believe. It came from intelligence material. We had communications intercepts of the senior leadership of the Islamic Movement of Uzbekistan and of Al Qaida, based variously in Pakistan, Saudi Arabia and elsewhere. The airwaves were fairly humming with their traffic. They were all phoning each other up, and what they were saying precisely is "Does anyone know what the Hell is happening in Tashkent?" None of them did know. This was very inconvenient for the Americans, who desperately wanted it to be Al Qaida. The timing could not have been more convenient – a fact that is worth bearing in mind. Two weeks later Colin Powell was due to certify to	Request removal. Revelations of actual or implied intelligence capability are damaging to the national interest.		

	democracy, a certification necessary for certain aid payments. In 2003 Powell had signed off such a certification, which must have been the most duplicatious document issued by the US government since their treaties with the Red Indians. Plainly Uzbekistan was in fact making no progress at all, and an	
	attack by Al Qaida just at this time would divert attention from this. But here	
	was this very concrete evidence from intelligence that neither Al Qaida, nor	
	the IMU, had any part in the planning but were desperately trying to work out	
	what was going on.	
	The US response to this difficulty was to interpret it away. One record of a	
	telephone call between two senior IMU figures had one asking if the other	
8	knew what was happening, and the other replying that he didn't know what	
	was happening, but it seemed like some kind of "New Group" was behind the	,
	Tashkent bombings.	
	There was an incredible footnote to this intelligence report from the United	
	States National Security Agency. It explained that when the IMU said it	
	appeared to be the work of a "New group", it did not actually mean a new	
	group. Rather the new group was women, and this was the first deployment	
	by the IMU of female bombers. There was some additional explanation about	
	translation from Russian of the term "New Group". The last struck me as	
	particularly odd and I checked carefully – in fact the Russian words used were	
	precisely analogous to "new group" in English.	
3	US relations and confidential conversations	
pp152-		Request removal or redrafting of conversation
155	"But what are you talking about?" I replied, "The media is completely censored. There is absolutely no real news at all – it's the most arrant	with John Herbst.
	propaganda."	There would have been an expectation that
	"Well, Craig, I don't know how extensive you're research has been. But we	this conversation took place in confidence and
	have a major media project, and there have been a couple of articles in the	so there would be a risk to future cooperation

Congress that Uzbekistan was making progress on human rights and

		The state of the s
	regional press which have been critical of the decisions of regional officials.	and trust on this basis.
	And Ruslan Sharipov has published articles attacking government corruption"	5
	"That hardly affects the general picture – they sound like exceptions that prove	
	the rule, from the very fact that you can list the only articles that aren't	
8	government propaganda. But the human rights situation is desperate. Do you	
	realise how many torture cases there are now documented?"	
	"If you are referring to the boiling case, I know you're making a big thing of it	
	too, and we are very concerned. But it is an isolated incident. I have never	
	heard of a parallel case. And there has been a real advance on torture. In the	
	Ferghana Valley, three policemen have been convicted of the murder of a	
	detainee. That was after a case which I took up personally with Karimov.	
	That is undoubtedly real progress. Previously officials have been completely	
	immune from any fear of retribution. Nothing will do more to change the	
	behaviour of the police and security services."	
	"I still think that is a drop in the ocean. Human Rights Watch and other NGOs	
	reckon there are some 7,000 prisoners of conscience, held for political and	
	religious beliefs. I must say from my own research I am starting to think that	
	is an underestimate."	
	"Yes, but most of those are Muslims."	
	"I'm sorry?"	
	"I mean Muslim extremists. Most of those prisoners are Muslim extremists.	
	You know, Karimov has a genuine problem that you can't ignore. He faced	a
	armed incursions from the Islamic Movement of Uzbekistan. These bad guys	194
	really exist. They are not imaginary. You know, we are all caught up in the	
	War on Terror. We didn't want to be.	
	Nobody in the USA asked for the Twin Towers to be attacked. But we find	
	ourselves defending our very lifestyle. And Karimov is part of that defence."	
	"Yes, but all the evidence is that the vast majority of those in jail aren't	
	terrorists at all. I don't think they are extremists. Even the ones convicted of	
	membership of Hizb-ut-Tehrir mostly aren't really members. The evidence is	

planted. Most of them are just in jail for following their religion. They aren't extremists." "You don't think the Taliban were extreme?" "Yes, I think the Taliban were extreme." "Well, think about it. Most of these guys who were locked up, if they were in power they would impose the same kind of society. Have you ever been to Broadway? That's what they call the kind of recreational area here. I like to sit on Broadway and have a quiet beer, watching the pretty Uzbek girls go by in T shirts and skirts. You know, this society is Western in some ways. If these guys in jail got their way, you would have none of it. No Broadway, no beer, no T shirts, certainly no mini skirts." "Look, accepting for a moment that those in jail do want that – and I think that's open to doubt – if that's what they want, they are entitled to their view, as long as they don't turn to violence to try to achieve it. I don't call them extremists." "Well, that's where we differ. A fully Islamic society, with Sharia law, is extremist. Extreme Islam is itself a kind of institutionalised violence. Do you realise how much women would be oppressed if the Islamists got into power? You know, I had six US congressmen visiting here this week. They were given a briefing on human rights by Mikhail Ardzinov of the Independent Human Rights Organisation of Uzbekistan. He told those congressmen, straight out, that most of these so called prisoners of conscience - not just most, the large majority he said, the large majority – ought to be in prison. Now here's another step forward, Ardzinov's organisation has been registered and is fully legal" "I'm beginning to see why." "That's really not fair. Ardzinov has a very brave record over many years." "I look at this another way. People are being locked up because they are Muslim. So are other political dissidents, but most prisoners are locked up for being Islamic. There are no fair trials, and there is a lot of torture in the

p513	prisons. We are being seen to support this regime, so we are making Muslims hate us. We are provoking terrorism, not fighting it." John looked weary, as though he had heard this all before. "Look," he said, "Karimov's got to keep a tight grip on the Muslims. He also wants to drive forward a reform agenda, but he's facing a lot of resistance from within the governing party. And his biggest problem is his own training. Karimov is a Soviet trained economist. The problem is he thinks he understands economics, but all he knows is a lot of false precepts. Karimov is the best Uzbek leader we'll get, and he's not personally corrupt." Colin Powell In fact Colin Powell was knowingly lying. He knew this was nothing to do with Al-Qaida. But was there actually an insurgency, or was the whole thing cooked up by the Americans and the Uzbeks? Had they gone so far as to plant a few small bombs and kill off a few policemen themselves? If I am losing your sympathy and you don't believe such a thing is possible, I suggest you read Graham Greene's The Quiet American, and acquaint yourself with the historical truths behind it.	Request removal. The allegation that "Colin Powell was knowingly lying",is potentially damaging to relations with the US.
4	Research Analysts	
pp158-	In this period I received in my office a young analyst named X from the	Request redraft.
159	FCO's Research Analysts. Y was the analyst who dealt specifically with	
	Central Asia, and X was a colleague who shared a room with Y. He was	The portrayal of RA that they were involved
	researching regional security issues in the former Soviet Union. He was most	in the drafting of the WMD dossier is not

concerned about the threat of increasing Islamic militarism in Uzbekistan, true. It also suggests that they signed up to the feeding through into international terrorism. WMD dossier knowing it was 'rubbish' and I was relieved to find that X shared my analysis. He felt that the Karimov so compromised their honesty. This is a regime had no intention of adopting real reform, was completely beyond the serious charge and untrue. In this case, the pale on human rights, and was creating a tinderbox through harsh repression allegation is made generally against RAs and leading to resentment and reaction. He was the first to point out to me that the so is potentially damaging to any research neo-conservatives in the Bush camp, particularly the so-called intellectuals of analyst who worked there at the time. the religious right, were talking of a United States-Israel-Uzbek axis driving a Specific reference is made to X and Y. The military wedge into the heart of Islam – thinking picked up by Donald Rumsfeld in his "Lily pad" policy of air bases surrounding, in effect, the comments about signing up to what they Muslim world. knew to be a false document is harmful to X told me that Research Analysts despaired of our blind support for Bush in them specifically. We understand that the Central Asia, which had somehow been subsumed into the US notion of the conversation with X never took place as described. He was not involved in the drafting "Wider Middle East". Eastern Department held a radically different view from Research Analysts and were, driven by , blindly "Atlanticist" or proof dossier and had no knowledge of either its American. The policy of backing nasty dictators was bound to rebound on us preparation or its content at the time the - it always does - but they just couldn't see it. conversation is alleged to have taken place. FCO Research Analysts have a key role in assimilating material from media, academic and other open sources, combining it with diplomatic reporting and There are suggestions that RA "lead" in intelligence material and then analysing and assessing it. To give an idea of discussions between Whitehall and the United their role, they lead in discussions between Whitehall and the United States States' National Security Agency; and that National Security Council. They play an important role at the Joint RA play 'an important role in the Joint Intelligence Committee and its sub-committees. Intelligence Committee and its sub-They would therefore have been central to the preparation of the dossier on committees'. The first of these claims is Weapons of Mass Destruction in Iraq. I had always found our Research untrue. While RA make a significant Analysts to be very bright, with a strong reputation in the academic world and analytical contribution to JIC papers, they are not represented on the JIC, as the drafting a lot of personal integrity. It was therefore beyond me how they had signed up, as they must have, to the dossier. I asked my visitor whether it was the could imply. This point has apparently been rubbish it seemed or whether there was knockdown evidence I was unaware picked up by a Russian website of. He said the dossier was indeed the rubbish it seemed. There were no Iraqi (http://www.iraq-war.ru/article/61866). This

	WMD. History has proven him right. I hadn't asked the next question, but it hung in the air between us. "You're wondering why we signed up to it?" he asked. "Well, I can promise you it was awful. The pressure was unbelievable. People were threatened with the end of their careers. I saw analysts in tears. We felt, as a group, absolutely shafted. Actually we still do. You know, I think we are all a bit ashamed that nobody had the guts to go public, resign and say that the WMD thing is a myth. But you know MI6 really hyped it. The DIS (Defence Intelligence Service) tried to block it but they couldn't."	picked up chapter ten, published on your website for a day in September. This has resulted in operational damage to RA. We have to assume that the security services of the CIS region (in particular, the Federal Security Service (FSB) in Russia) have read the chapter; they will not have failed to spot that a memoir by an ex-British Ambassador to an ex-Soviet country had appeared on the internet. The FSB, like the KGB before them, believe incorrectly that RA is the analytical arm of SIS. Our judgement is that the Russian and other FSU security services will almost certainly have read the manuscript as confirmation of their wholly inaccurate belief that RA are part of the UK intelligence services, with all that this
		the functioning of ERG, in the future
	British Embassy Tashkent	
pp245-	Locally Engaged Staff	Request redraft.
246	$\frac{X/Y}{X}$	
	An equally extraordinary problem hit me the next day. A had asked X the	Factual error - pages 245-246 the reference is
W.	accountant, for a false declaration of salary for Y and himself. Families	to X. She was not involved in this episode –
	earning below a certain level – about 10% of their income – get free schooling, while X and A had to pay a small contribution, a very few dollars a month. X	she was on leave; it was Y at the time.
	refused to issue a false certificate, and so they had produced one themselves,	However, of much more concern are the
	on Embassy paper.	numerous references to LE staff that might
L	on Emoussy pupor.	indifferences to LL stair that inight

p424	brought me the news. She seemed triumphant rather than sad. and admitted it — arrogantly quiet and shame faced. I reluctantly agreed to Karen's assertion that this had to be a sacking offence. C It is true no single note was produced, but the visit was mentioned in our telno 55 and elsewhere, and particularly in discussions with our OSCE and US colleagues. It resulted directly in a major success — the release of an innocent man from jail. C has been working on this case and can confirm this.	cause difficulty for them in dealing with the local authorities. C is very worried and upset by the references to him, especially those dealing with HR defenders. X also has a similar issue when she is quoted on page 228 as saying 'things are now worse than they were in Soviet times'.
pp497- 499	The second doubt, which I kept to myself, was that this did not sound like Richard. A gentle man, deeply interested in economic development, he was also a rather timid soul and absolutely the last person who would jet off to meet with an informant from the narcotics trade. He just wasn't that dynamic. The UN had multiple interests in the border at Termez, including the importance of the crossing for regional development and the flow of humanitarian aid, and indeed the UN, EU and the UK all had various counternarcotics programmes involving this border. As titular head of the UN effort in Uzbekistan, Richard had visited the anti-narcotics project. But to become operationally involved? It just didn't sound like Richard at all. I thanked my visitor, who left a long letter which he stressed was deeply secret and must not fall into the wrong hands. Once had translated this letter it turned out to say no more than he had told me on his visit, though in a much longer-winded and less direct way. The visitor promised that he would get back in touch with more evidence, but he never did.	
p228	E The other girl I met was E She was short but extraordinarily beautiful and vivacious, with a perfect figure including the most wonderful neat bum. She always wore figure hugging jeans and T shirt. She seemed a fixture in the bar, sat there at the end of it, cigarette in hand, chatting to Yuri the barman. Yuri	

			000000000000000000000000000000000000000	25		
had long dark hair, wisps of beard and sported a red bandana. He affected a very cosmopolitan air, but had never left Tashkent. E was extremely intelligent and very much her own woman. The first time—no, the first three or four times—I offered to buy her a drink, she turned me down flat. In the end I had to buy the whole bar a drink, in which she didn't object to participating. I thought—and—E were an item, but was most surprised when she introduced me one evening to her fiancé,—. He was a fifty year old American, short and balding with a pot belly. He worked for a			50 ST			
company called Premier Executive, who operated commercial flights in support of US operations in Uzbekistan. Two of his colleagues also drank in that bar: they were essentially ground crew. Their company ran small executive jets. This did not surprise me at all, as I could think of numerous ways that kind of logistic support would be needed by the large US presence in Uzbekistan, with its major construction projects at the new Embassy and K2 Airbase. I was surprised to learn that they sometimes flew Uzbek prisoners						
E was extremely feisty, and determined not to be impressed by my being an Ambassador. She came from a wealthy Uzbek family, and her father was a retired KGB colonel. E and I used to argue a lot about politics. She took me aback by saying that things in Uzbekistan had got much worse since Soviet times. I argued, saying that she was romanticising the Soviet Union. Communism had been an awful system, and the Soviet Union had collapsed simply because it didn't work.						
Running of Embassy In Tashkent, Christopher told me bluntly, he had no political support at all. Even was not an actual second secretary, but an acting one. He added that was a very good administrator, but that she and had an "ECO attitude". He meant that they had no interest in interacting with Uzbekistan,	Unwarranted d	detail	about	the	operation	of,

p81	or learning anything about its culture. They did not have Uzbek friends, or any deep knowledge of the country.	and allegations about, the effectiveness of the Embassy.
	Plainly there was some wider problem with and , but I would take them as I found them.	
p123	"Let me get this straight. You are telling me we only go around this country on Uzbek government transport and with Uzbek government escort. How the hell are we supposed to find out what's really happening?" "Well, we don't travel that often." Plainly was getting very uncomfortable with this line of questioning, and I sensed it would not be productive to pursue the question of how much of the country she and had got round in the past.	
	Among the intriguing questions this opened up, was who interpreted for and , who didn't even speak Russian, when they dealt outside official circles? The answer, of course, was that they didn't interact outside a very narrow world.	
p168	On the other hand, working relationships in the Embassy were poisonous. obviously hated and, while the relationships between UK and Uzbek staff were strained and formal. I had the impression the Uzbeks were treated with scant respect. This was a pity, because they were very good. Part of the trouble was the lack of the normal senior and middle level British staff in an Embassy. To put it at its most basic, Colonel Ridout and I were the only university graduates among the UK staff. The Uzbek staff were almost all graduates, even most of the guards. Relationships seemed to be ruled by mutual contempt.	
	Then I was astonished, the day before the Christmas party, to be approached in my office by and . The staff would not come to the party, they said, if and	

p270		*
6	Staff Member	
p289	I had worked particularly closely on it with X. He had an enormous international reputation and was considered a shoo in for the position of Y and the accompanying knighthood. However when the US illegally attacked Libya in the Gulf of Sirte incident X refused to sign up to an argument that pre-emptive strike was legal, on the grounds that it wasn't. The Tory government was furious and this was the end of X's chances in the Foreign Office. Another , who was felt to be less encumbered by principle, became with capital letters, and Now he was retired from the FCO and I was pleased to see him on television being highly sceptical of the legality of the war on Iraq.	Request deletion Unsubstantiated suggestion as to why X was not appointed Y. No evidence that these comments are true.
	The passing over of X had just occurred when I joined Z, then posted in New York, at an UN meeting on the reduction of the peacekeeping force in Cyprus, chaired by Kofi Annan, then in charge of peacekeeping. After work Z and I adjourned to a bar and commiserated on the appalling treatment of X.	
7	Staff Member	,
pp273- 274	I had two meetings in London while I was there. The first was with X, whose FCO title was . She was Y,s new boss and the woman who would	Request redraft to correct errors and misquotations.

did. It was as simple as that. I knew relationships were bad within the

countersign his staff reports on me X is a severe, dry woman with short grey

Embassy, but this was amazing.

hair. I had arranged to call on her, and when I entered her office Y was there too. They both looked extremely severe and a heavy atmosphere hung in the room. "Sit down, Craig", she said. "Simon tells me that he has areas of concern about your performance and, from what I have seen, I must say I am concerned too." "OK. Nice to meet you, incidentally." This was ignored. Simon started up. "I think our worry is that you are antagonising the Uzbeks to the stage where they will pay you no attention. You are also causing real damage to our relationship with Uzbekistan. I was most concerned, for example, that you told Komilov that every word of your Freedom House speech had been cleared with London." "Why not? It was." "You know that's not the full story. You railroaded that speech through junior staff." "That's simply untrue. I sent the draft to you and to . I even copied in Michael Jay on the correspondence. In fact I seem to recall you complained I was going over your head." X came to Simon's rescue: "I want to make myself perfectly clear. Had I been in this position at the time, I would not have allowed you to make that speech." Her head shook and she seemed to tremble with suppressed outrage: "No Ambassador should ever make such a speech. That is the job of politicians. Your job is to administer UK/Uzbek relations, not to undermine them. You seem to lack any sense of proportion. Human Rights is only one area of our work, and by no means the most important. You are neglecting your commercial duties. I understand there are management problems inside the

She did <u>not</u> say that she would not have allowed your Freedom House speech, but that she would probably not have approved it in the terms it was drafted. She did not say that you were neglecting your commercial duties,

'administer' UK/Uzbek relations. She fully supported taking a tough line on human rights

in accordance with agreed FCO policy.

She did not say that your job was to

but that you needed to ensure your focus on one important issue, human rights, was not at the expense of other objectives in Uzbekistan. You also needed to act with others (eg EU and US colleagues) and not just unilaterally.

She did not "flinch" from visiting Tashkent, but said that she very much wanted to, that Simon Butt as your Line Manager would go out first and she would go out afterwards. This visit sequence had been agreed with the PUS.

	Embassy."	
	Simon was smirking. I was really getting angry. "I am sorry," I said, "You are completely wrong on all points. I put much more effort into commercial work than into anything else, and we have transformed the performance of the Embassy in that regard. And we are not losing influence with the Uzbeks, we have more than ever before. Standing up to them is important – they take no notice of conventional diplomacy. I think you've been very badly briefed." I looked at Simon. "Look, X, why don't you come out and visit Tashkent and see for yourself". She flinched. "I have a very large area of responsibility, and because of you I am already spending more time on this than I can afford. We have decided that Simon will come out to visit shortly. He will report back to me."	
p290	X went on: "The PUS wishes me to assure you that your concerns have been given full consideration at the highest level. He has discussed this with Jack Straw, and C has given his views. Both the FCO and MI6 have taken legal advice on the question that you have raised. Michael, could you outline the legal position?"	
pp291- 292	"We really do understand why you are upset. But we need to know that you are on message. Do you understand the position? You are a civil servant and I should not have to remind you that you act on behalf of the Secretary of State and in accordance with policy set by Ministers."	

8	Staff Member	
p288	X , the link between the FCO and MI5, MI6 and other shadier organisations	go further than saying that the material was
p291	"Good. Now Matthew, could you give the view of the Security Services?" X purred in "Certainly . The view of the security services is that this is high quality intelligence material and plays a very important role in the War on terror. It would be a major loss if we ceased to have access to it. It would also cause unprecedented practical problems for the US/UK intelligence sharing agreement, which we are anxious should not be disturbed".	operationally useful.
p541	"But it's nonsense", I interrupted. "The intelligence is crap. It exaggerates the strength of the IMU and is full of false information about so-called links to Bin Laden. It's just stuff the Uzbeks want the Americans to believe so that they will continue to give the Karimov regime military, financial and political support."	
	"On the contrary" X again, still more silken - "I can assure you, this has been considered at the very highest level, and there is no doubt that this is operationally useful material."	
	"Thank you" said , herself still more clipped, "I think that clears this up. We needn't detain you gentlemen. Could you stay a moment please, Craig".	
p543	On behalf of the intelligence services, X said that they found some of the material very useful indeed with a direct bearing on the war on terror. said that she had been asked to assure me that my qualms of conscience were respected and understood.	

9	Staff Member	
	See p109, pp169-170, pp244-245, p352, pp360-361, pp380-381, p385, pp403-404. See also British Embassy Tashkent	Request redraft, including removal of any alleged quotations attributable to staff member in question
10	Staff Member	
p467	X had been a young Second Secretary at the British High Commission in Nicosia, Cyprus, when I had been Head of Cyprus Section in London. One day I had received a phone call from Personnel Department to say that our High Commissioner in Cyprus had reported that X was useless and asked for him to be removed. Personnel Department were surprised because of X's previous good record. What was my view?" I said we regarded X as a very good officer, with excellent contacts and a good eye for information, and whose reporting was regular, useful, thoughtful and balanced. On the other hand we had our doubts about the High Commissioner, who had just spent £60,000 (a lot of money in 1993) of Embassy money on embroidered curtains for his second Residence. This did the trick and X's career was saved from a potential damaging blip. X and I had a genuine mutual regard. I could talk to him easily.	Request deletion. Unsubstantiated from the file and a matter of concern to the staff member in question.
11	Staff Member	
pp469- 471	The next morning I phoned Medical Advisers again. Once more the secretaries would not confirm whether the clearances had been received, and said I would hear from Dr Thornton. No, he was in consultation at the moment and not available to speak. What time could I see him? He was busy	Request redraft. This is offensive, and is causing great distress. Although not named in the text, the individual
	all day. Could I make an appointment? No, not without his confirmation that it was necessary for him to see me.	considers that she is easily identifiable by the characteristics described and by the timing of

The secretary I was talking to had a thick Northern Irish accent. She had started by being defensive, but progressed to being brusque and outright rude. She was growling at me in a deep bass, in her harsh Ulster accent. "Ok," I said, "I'll come in and see him." "He is very busy. He doesn't have a spare appointment". "That's OK. It'll only take a minute. I only need his confirmation he received the clearances". "I cannot guarantee when he will be ready to see you".	events. Request deletion of references to Jack the Ripper.
 "Don't worry, I'll bring a good book". I did. I took Fitzroy Maclean's life of Bonnie Prince Charlie, which you should read if you haven't. Not the greatest psychological life, but wonderful on the Scottish clan, religious and political background, and above all a masterly exposition by someone with practical experience of guerrilla war. I arrived at Medical Advisers about 11am, walking through Horseguards and across the unpleasant dusty deep gravel of Horseguards Parade (designed to absorb horseshit), into the back entrance of the Old Admiralty Building. Passing under the arch and immediately taking a side door to my left before the courtyard, I was in Medical and Welfare Department of the FCO. Down a half flight of stairs and into a cramped office to my right, there sat the Medical Advisers' secretaries. There were four of them, and the closest to the door was a large, blowsy woman with a florid complexion and lots of untidy hair. She looked slightly out of focus, like an old photo of one of Jack the Ripper's victims. It was no surprise that she was my Ulster angel.	
"Hello, I'm Craig Murray", I said. "Dr Thornton's busy". "That's OK, I will wait in the waiting room, shall I? Can you let him know I	

am here?" "He can't be interrupted." "Well, let him know I'm here, when you can". I climbed back up the half flight to the waiting room. It was a partitioned area about four feet wide and seven feet long. I settled into Fitzroy Maclean. At noon I decided to go down again, and speak with the secretary. "I just thought I'd let you know I'm still here." She ignored me studiously, and turned to one of her co-workers with a question about something else. I sat on the edge of her desk, and waited some five minutes until that conversation - which she was plainly dragging out concluded. I picked up a file from her desk. I had no intention of looking at it, but it forced her to acknowledge my existence. "Do you mind?" she said. "That is a confidential medical file." I handed it back. "Just checking", I said, "I was scared I was becoming invisible". "Oh no, you're very visible, Mr Murray." she said, her voice thick with contempt. "Good. Have you managed to tell Dr Thornton I'm here?" "No. He's gone out." "Really, when will he be back?" "I don't know." "It's OK, I'll wait." I said. I went back to the waiting room, and returned to my book. I went back down at 12.45, and was told that no, he wasn't back yet. I went back at 1.45, and found the room locked; everyone was at lunch. At 2.30pm I went back again. This time I gave a cheery wave, just said, "I am still here" and went back.