

*This is what I have been up against*

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● Spin doctors told to stamp on 'unfair' complaints

## Blair gag on patients

By GEORGE JONES  
POLITICAL EDITOR

*X*  
DOWNING STREET declared war yesterday on patients who make high-profile complaints about mistreatment in National Health Service hospitals.

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The full weight of the Government's publicity machine will be used to help hospitals rebut allegations by members of the public that ministers believe are unjustified or create an unfair picture of the health service.

As the row over the treatment of Rose Addis, 94, intensified, Tony Blair said he had "no regrets" about the use by his officials of personal information about patients.

He told the Cabinet that the Government was engaged in a "full-scale battle" on the public services and that he was determined to win.

Downing Street said that hospitals were being authorised to take a "robust" approach to patients' complaints, including the discussion of information about their condition and treatment.

Jain Duncan Smith, the Conservative leader, stood by his decision to raise in the Commons the case of Mrs

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