

PRIVATE & CONFIDENTIAL

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Code A

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Dear **Code A**

Thank you for your letter and enclosures of 23 November 2001, which Kellie Rehill forwarded to me as the lead manager for the Commission for Health Improvement (CHI) investigation at the Gosport War Memorial Hospital.

I have noted your comments around the need to strike a balance between protecting the interest of patients and supporting those who actually deliver care. CHI is committed to working with the NHS to ~~creating~~ create an open, blame-free culture in which where lessons can be learnt from mistakes.

I would like to reassure you that CHI's approach places the patient at the heart of all our work and does not seek to allocate blame. All of our reports are non-attributable and are made public. ~~CHI has no statutory remit to re-investigate cases involving the care of individual patients. examples of care and~~ In its investigations CHI seeks above all, to establish whether the systems and processes followed ~~adopted~~ by healthcare organisations support good quality patient care.

CHI does fully appreciate the strain both **Code A** and other members of staff have been under in recent years. I have already met with the main unions supporting staff at the trust, together with the Local Medical Committee, in order to give staff reassurances about CHI's methods of working and outline how staff can contribute to ~~inform~~ the investigation process.

For your information, I have enclosed a copy of the investigation term of reference and an information sheet together with some more general information about CHI.

Thank you once again for your contribution to this investigation.

Yours sincerely,

Julie Miller
Investigations Manager