

Fiona Cameron - Operational Director

From:
Sent: 13 June 2002 15:36
To: Fiona Cameron - Operational Director
Subject: FW: Complaints leaflet

Hopefully by 26th June (can then go round and hand deliver!)

Ann Turner
Complaints Manager

Code A

—Original Message—

From: David Barker - Communication Manager

Sent: Thursday, June 13, 2002 3:28 PM

To: Code A / (5FE) Portsmouth City PCT; Code A (4JC79) Fareham & Gosport PCGs; Code A
 (5FD) East Hants PCT

Cc: Code A

Subject: Complaints leaflet

All

something else has cropped up about this leaflet - lots of other service leaflets refer to the 'Your views matter' leaflet in their sections on commenting on services etc

I think it might be sensible to revert back to this title to avoid causing confusion. We'd have to change the illustration and are now planning to use an illustration of an NHS-style signpost with 'comments, suggestions and complaints' on it. Think it will work ok - if you want to see a redraft of the cover can you let me know by early next week and we'll fax to you. I know time is passing and supplies are dwindling rapidly so if we can get agree on this by Weds, then you can have your supplies by about 26th June all being well

I'm not around for a few days but can pick up comments/thoughts from Andrea (see cc above) if necessary so please include her in any reply in the meantime

thanks

David