

Fiona Cameron - General Manager

From: p=NHS NATIONAL INT;a=NHS;c=GB;dda:RFC-822=Julie.Miller(a)chi.nhs.uk;
[c=GB;a=NHS;p=NHS NATIONAL INT;dda:RFC-822=Julie.Miller(a)chi.nhs.uk;]
Sent: 26 October 2001 16:34
To: Fiona Cameron - General Manager
Subject: CHI



Hi Fiona

Sent you the email below to the address Lesley sent a while ago - it's only just been returned as undeliverable. Hope this reaches you.

Have a good weekend.

Julie

Julie Miller
Investigations Manager
Commission for Health Improvement
Finsbury Tower
103-105 Bunhill Row
London
EC1Y 8TG

*1052
BuW*

Direct dial

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----- Forwarded by Julie Miller/CHI on 26/10/01 14:11 -----

Julie Miller
25/10/01 14:54

To:
cc:
Subject: CHI

Hello Fiona

Realise we've already been in touch today - trying not to interrupt you too much - hence the email.

Couple of questions....

In my info sheet to stakeholders etc (will send you a copy) I'm stressing that CHI cannot look at individual complaints and would like to suggest to patients/relatives that they contact the trust if they want to make a complaint. It would be useful to have a contact point and number we can provide to enable them to do this.

Do you have a feeling if local people know of the Marriott hotel in Portsmouth? Would it be easy to reach - I'm thinking specifically about

Sue Trozley.
~~*Complaints*~~
*Patient Liaison
Project manager
quality/patient
liaison*

older people in terms of bus routes/easy to find etc.

Are you aware of the new multicultural centre in Portsmouth - any feedback?

We're planning to publicise details of how local people & staff can contact us next week - which will involve another press release & possible radio interviews. We'll be doing three days 21 - 23 November, 2 in Gosport and one in Portsmouth as our stakeholder days.

Would you thank Max for forwarding [Code A] contact details? Happy to receive any more.

Finally, could you let me know where you've got to on the information gathering - happy to receive anything you have prepared/available now. Highest priority for me at the moment is your stakeholder contact list, which I'll need next week to inform local people of 21 - 23 November sessions.

Many thanks - please do call if you need any further info from me. Would be good to have your response to these questions by Monday - if possible. Happy to talk through.

Julie

PS [Code A] direct line is [Code A] if you can't get hold of me.

Julie Miller
Investigations Manager
Commission for Health Improvement
Finsbury Tower
103-105 Bunhill Row
London
EC1Y 8TG

Direct dial [Code A]

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