

Draft letter individually to:

**Code A**

**Code A** [GWMH complaint]

- all to go to last address as recorded at TCO

Dear....

We have corresponded in the past about your complaint regarding the care provided at GWMH. I thought you would be interested to hear about a review that is about to take place at the War Memorial; public views will be canvassed as part of this.

The Commission for Health Improvement will be looking at the care provided on elderly medicine wards, as a result of publically voiced concerns. We welcome this review, which offers the opportunity to have a thorough look at the service from an independent perspective.

This review will not reinvestigate prior complaints, such as yours. However, complaints in general [their themes and resulting action etc] will be explored.

There will be an opportunity for members of the public to contribute to this review, by making their views known to the Commission's Investigating Team. Details of the public consultation exercise will be published in the local press in due course. In the meantime, should you wish to put your views directly to the Commission, please contact:

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Investigations Manager  
Commission for Health Improvement  
10<sup>th</sup> Floor, Finsbury Tower  
103-105 Bunhill Row  
London  
EC1Y 8TG

Telephone: **Code A**  
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