Ms Karen Woods Office of the Complaints Convener C/o Unit 180, Fareham Reach 166 Fareham Road Gosport Hants PO13 0FH

Ref: Comp/007/2002

12 March 2003

PRIVATE AND CONFIDENTIAL

Coue A	Code A
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Dear Code A

I am writing further to my letter to you of 26 February 2003.

I have now had an opportunity for a full discussion with the Lay Chair in respect of your requests for Independent Review Panel. We have read in detail all the correspondence relating to your complaints.

We have observed that it would appear that both Dr Grocock and the PCT have investigated your concerns and tried to resolve the issues you have raised.

It would also appear that the conciliation meetings, which took place, gave a further opportunity to resolve your concerns.

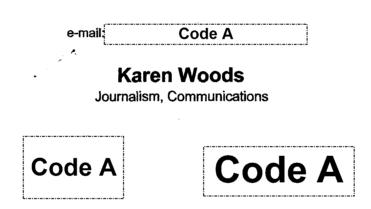
In conclusion it would appear to us that the grievances you have raised, have been addressed by both the PCT and Dr Grocock, the G.P.

It would therefore be helpful if you could let me know the specific issues you feel have not been addressed and what you would wish an Independent Review Panel to look at.

Yours sincerely

Ms Karen Woods Convener

CC: Mr A Haikney – Lay Chair



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Sent to Kaven

Hetter from L. Woodz Cauener do Code A I are writing choreles to my letter to you of I have not had an appartounty for a Roll discussion will the lay chair appended te i respect of your requests for IRP. we have read in detail all the conspondence relading to your capark. We have observed that it wald appear. that both Dr Grocock & the P.C.T have mestigated your concerns a dried to resolve the sues you have rased. it would also appear that the conclude nearlags which took place gave an firther apparturity to resolve your oncerns. I cachosie it would appear to us that the gracines yes have raised have bee addressed by bare ne PCT a Dr Grochock, ne gp. It would derepare be helpful if you could let me know the specific issues you feel have at been addesed a what yes wald wish an IRP to look at Tais succeday k.woods.

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Please type out of e-mail to take woods. with note "Draft letter as discussed derig relocon with Ann. Undestand ste will forward m to Lay Chair. Ta.