

**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**

**Code A**

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

e-mail: Code A

**Karen Woods**  
Journalism, Communications

**Code A**

**Code A**

Sent to Kaven

Letter from K. Woods, Cameron  
to Code A

I am writing further to my letter  
to you of .....

I have now had an opportunity for a  
full discussion with the lay chair ~~appointed~~  
~~to~~ in respect of your requests for IRP.  
We have read in detail all the  
correspondence relating to your concerns.

We have observed that it would appear  
that both Dr Grocock & the P.C.T  
have investigated your concerns & tried  
to resolve the issues you have raised.

It would also appear that the ~~conclusive~~  
meetings which took place gave an 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 &  
Dr Grocock, the GP.

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

Yours sincerely  
K. Woods.

Please type out &  
e-mail to Karen Woods.  
with rde

" Draft letter as discussed  
during telecon. with Ann.  
Understand ~~she~~<sup>KW</sup> will forward  
on to Lay Chair.

Ta.