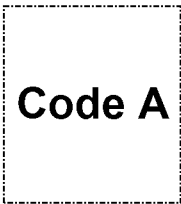


**Ms Karen Woods  
Office of the Complaints Convener  
c/o Unit 180, Fareham Reach  
166 Fareham Road  
Gosport  
Hants  
PO13 0FH**

Comp/007/2002

26 February 2003

Mr A Haikney



Dear Mr Haikney

**Requests for Independent Review** – Code A

- (a) against Fareham and Gosport Primary Care Trust (re Gosport War Memorial Hospital)
- (b) against Dr J Grocock - GP

Thank you for agreeing to be our Lay Chairman in reviewing Mr Duggan's request that an independent review of his complaints be established.

I hope that you have received all the information relating to these complaints from the Complaints Office of the Primary Care Trust. After you have had a chance to review the files I would like to discuss your opinion of the resolution of the requests for Independent Review. I am very happy to have an open discussion with you but feel that particular questions we may need to consider are:

1. What are the primary issues which an IRP would need to address? and why?
2. What questions do you feel need to be answered or further investigated? and why?
3. What other issues do you feel exist, which either have not been directly addressed, or which could arise in the process of an investigation?
4. What added value could an Independent Review add to the resolution of the complaints?
5. What is your recommendation as to whether an Independent Review should take place?

I will be in touch with you shortly in order that we may discuss the above.

Again, thank you for your help and I look forward to working with you.

Yours sincerely

Ms Karen Woods  
Convener