

Code A - Assistant Complaints Manager

From: Karen Woods **Code A**
Sent: 28 March 2003 14:56
To: **Code A** - Assistant Complaints Manager; Ann Turner - Complaints & Litigation Manager
Subject: **Code A** complaint

Dear Ann and **Code A**,

As promised, here's the further information to pursue about the **Code A** complaint.

The Lay Chair and I consider conciliation has addressed the issues concerning nursing care at GWMH with an action plan formulated and implemented to change certain practices at the hospital.

We also feel that Mr **Code A** complaints about the complaints procedure are not within our scope to deal with.

However, we would like to seek independent advice from a GP about the specific issues raised by **Code A** in his letters of January 1 and 2 (at the back of both complaints packs). These relate to Dr Grocock's links with **Code A**, both in his practice and at the GWMH. Can you phrase a letter to a suitable GP asking whether Dr Grocock's actions could be described as normal practice for a GP, given the circumstances?

I am happy to print it out and send it from here if you can email the draft.

Many thanks,
Karen

From Karen Woods

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Fax: **Code A**
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Ann

Do we need med recs?

→ PrG - release med recs

*Clinc treat pres by PrG normal practice + wd it
stand up to Ind Ser.*