

Code A Complaint

22 April - Complaint letter received - raising 17 specific complaints

22 April - Acknowledgement sent and decision re Investigation by **Code A**

21 May - "Holding" letter sent - **Code A** still undertaking investigation (she had been trying to meet with **Code A** without success - he was to be out of the country from 28.5. to 20th June but happy to meet her on his return)

13 June - Call from **Code A** that report with Jan Peach - she will send copy to me

3 July - JP drafting response

3 July - Call from **Code A** - as complaint involves 4 separate NHS organisations would like meeting involving all organisations. **Code A** said would write with dates. AT suggested wait until receive response from PCT and then consider meeting.

5 July - letter received from **Code A** offering dates for meeting. Discussed FC - AT to do letter (get from JP).

8 July - start e-mailed for Jan P. - rec'd 10/7.
9 July - letter from Dr Grocock - tight timescale - only available 22.7.02

11 July - AT spoke with **Code A** - progressing response - agreed meeting with appropriate parties once he had received response to discuss issues outstanding.

12 July - Message left on voicemail by **Code A** saying has rethought our telephone conversation and wants response by 15th July for meeting to take place on 22 July.

18 July - AT off work until 18 July - letter sent to **Code A** apologising for delay - reiterating telephone conversation that meeting appropriate once response had been sent. Advised should receive response within next two weeks. - First draft of letter produced.

16 August - final response sent to **Code A** - letter 4 pages long, complex, apologies for delay

19 September - letter from **Code A** - requesting meeting with C/E, Director of Nursing and Dr Grocock - 2 dates end September, 7 dates in October and 14 days in November

1 October - letter from Dr Grocock asking to arrange "conciliator" for meeting (letter copied to **Code A**)

7 October - copy letter received from **Code A** seeking clarification re "conciliator" - only applying to "second" meeting with Dr Grocock as **Code A** late father's GP.

8 October - copy letter from Dr G to **Code A** confirming conciliator required for "second" meeting only

Action Plan formulated.

7 November - letter to **Code A** inviting for meeting on 27th November (one of the dates in his letter) apologising that it has taken a while to confirm meeting.

7 November - understand **Code A** has telephoned Judith Foster saying that all dates he suggested have gone and he is not happy that he hasn't heard anything. AT offered to speak with him. JF advised Mr D did not wish to speak with me.

13 November - AT in work - letter (received at PCT on 11.11.02) from [Code A] not happy that dates have passed (this is not true!) - no call from senior member of PCT staff (AT offered to speak - he did not want to speak with me) and requesting IRP.

AT also received by e-mail message asking me to phone [Code A] (this had been e-mailed to me on Monday). I phoned the number left by [Code A] and left message on his answerphone as he was not there.

Ann Turner
13.11.02