



Code A

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The Chief Executive
 Fareham & Gosport PCT
 Unit 180 Fareham Reach
 166 Fareham Road
 Gosport
 Hants
 PO13 OFH

07 November 2002

Dear Sir,

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Ian Piper contacted me personally in early August and wrote to me on 16 August 02 following a long delay in replying to my complaint (Reference Comp/007/2002). I replied to him on 17 September 02 stating that I would like to take him up on both his verbal and written offer of a meeting.

In my letter I offered 21 separate dates for a meeting. All of those dates have now passed and this morning I rang your Personal Assistant to ascertain the situation. I informed her that I was very upset at the way I was being treated and she promised to inform you of my situation.

I believe I have been more than understanding, but the absence of a phone call from any senior member of your PCT staff by this evening indicates to me that my complaint is not being handled in a courteous professional manner. I therefore request an Independent Review of my complaint and would like the Convenor to consider the following:

- a. The conduct of the local resolution process.
- b. The medical care received by my father whilst an in patient at GWMH.
- c. The nursing care received by my father whilst an in patient at GWMH.
- d. The inaccuracy of my father's medical records, particularly his fluid intake record.
- e. The inhuman treatment of preventing a sick and elderly patient from getting into his hospital bed.

I wish to reassure the Convenor that I do not intend to instigate legal proceedings.

Yours faithfully,

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