

7th November 2002

Code A

Dear **Code A**

I am writing further to your letter dated 17th September addressed to Ian Piper in respect of the complaint you have made.

Mr Piper is currently seconded elsewhere within the NHS and Mr Alan Pickering has been appointed Acting Chief Executive. Mr Pickering is happy to meet with you to discuss your complaint. The Primary Care Trust does not have a Director or Nursing, but Mrs Fiona Cameron, Operational Director with responsibility for nursing, is happy to meet with you also.

I have liaised with Dr Grocock on the dates you suggest and am pleased to offer Wednesday 27th November at 11.00am for the meeting to take place, here at Fareham Reach.

Your meeting with Dr Grocock to discuss the issues you have with him as your late father's General Practitioner can take place once your meeting with the Primary Care Trust has concluded. The conciliator appointed to assist at this second meeting is Mr Terry Rawlings. It would be helpful if you could provide any correspondence which has passed between yourself and Dr Grocock in respect of your complaint against him as your late father's GP in order that I can forward this on to Mr Rawlings.

Mr Pickering is keen that the meeting with you is productive and has asked if you would be kind enough to give an indication of your outstanding concerns in advance of the meeting.

I am sorry that it has taken some while to confirm this meeting.

Yours sincerely

Ann Turner
Complaints Manager