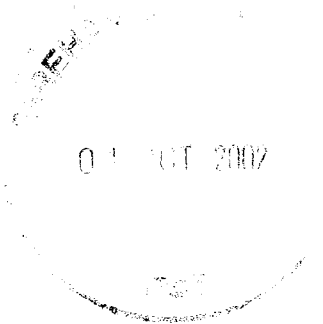


Dr. John H. Grocock

Mrs Ann Turner
Complaint's Manager
Fareham and Gosport PCT
Unit 180 Fareham Reach
Gosport
PO13 0FH



Code A

Tel: **Code A**
Fax: **Code A**

27 September, 2002

Our ref: JHG/ICS

Re: Complaint concerning **Code A**

Dear Mrs Turner

I suspect that you have received a letter from **Code A** dated 20th September, in which he informs me that he is requesting a meeting with Mr Piper, the Director of Nursing and myself to discuss the complaint that he has about his father's care. He also wishes to meet me afterwards to discuss the complaint that he has concerning the care received from the practice.

I have written to him telling him that I will make myself available for such a meeting. I have stated previously if he wishes to meet me I would like there to be a conciliator appointed by the PCT to chair the meeting, so as to ensure that the time of the meeting is utilised trying to resolve the complaint as fully as possible.

I would be grateful if you could organise a conciliator and if you would let me have suggested dates for this meeting, I will rearrange my timetable accordingly.

Yours sincerely

Code A