

## FILE NOTE

Call from [Code A] Complaint about his father's treatment involves 4 separate NHS organisations. Accepts Ambulance service is separate. Complaint involves Dr Grocock as his father's GP and Dr Grocock as a clinical assistant of the Trust. Also involves Haslar (PHT). Would like a meeting involving all organisations as feels there is some suggestion of "not our responsibility". Would like meeting to go through his complaint as some matters closely related. PHT said it is not possible to take part in a joint meeting. [Code A] feels there are advantages to all in doing so.

Has received formal response from the GP and is awaiting response from the PCT. GP has given him opportunity of discussing further. He is going to write back and make suggestion of joint meeting and suggesting following dates:

19 July

22 July

23 July

24 July am

25 July am

Suggested waiting until received PCT formal response then talk again.

Phone number is [Code A] Work number [Code A] Mobile [Code A]  
Not usually home until 7.30pm.

Ann Turner  
3 July 2002