

**Ms Karen Woods  
Office of the Complaints Convener  
C/o Unit 180, Fareham Reach  
166 Fareham Road  
Gosport  
Hants  
PO13 0FH**

Ref: Comp/007/2002

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**PRIVATE AND CONFIDENTIAL**

**Code A**

Dear **Code A**

I am writing further to my letter to you of 26 February 2003.

I have now had an opportunity for a full discussion with the Lay Chair in respect of your requests for Independent Review Panel. We have read in detail all the correspondence relating to your complaints.

We have observed that it would appear that both Dr Grocock and the PCT have investigated your concerns and tried to resolve the issues you have raised.

It would also appear that the conciliation meetings, which took place, gave a further opportunity to resolve your concerns.

In conclusion it would appear to us that the grievances you have raised, have been addressed by both the PCT and Dr Grocock, the G.P.

It would therefore be helpful if you could let me know the specific issues you feel have not been addressed and what you would wish an Independent Review Panel to look at.

Yours sincerely

**Ms Karen Woods  
Convener**