

Karen Woods

From: "Karen Woods" [Code A]
To: "Karen Connolly - Assistant Complaints Manager" [Code A] "Ann Turner -
Complaints & Litigation Manager" [Code A]
Sent: 28 March 2003 15:55
Subject: Duggan complaint
Dear Ann and Karen,

As promised, here's the further information to pursue about the [Code A] complaint.

The Lay Chair and I consider conciliation has addressed the issues concerning nursing care at GWMH with an action plan formulated and implemented to change certain practices at the hospital.

We also feel that [Code A] complaints about the complaints procedure are not within our scope to deal with.

However, we would like to seek independent advice from a GP about the specific issues raised by [Code A] in his letters of January 1 and 2 (at the back of both complaints packs). These relate to Dr Grocock's links with [Code A] senior, both in his practice and at the GWMH. Can you phrase a letter to a suitable GP asking whether Dr Grocock's actions could be described as normal practice for a GP, given the circumstances?

I am happy to print it out and send it from here if you can email the draft.

Many thanks,
Karen

From Karen Woods

Tel: [Code A]
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