Re: Code A Re his son's latest letter and reference to his earlier one of 2nd Jan 2003 as being the basis of his complaint.

This letter highlights three sections of grievance with numerous bullet points in each. Again it would appear the complainant will never be satisfied with any response and although there was not a conciliation meeting regarding this part of the complaint the chief executive was quite detailed in his reply on 16th August 2002 (Document 14)

My comments are as follows.

Memorandum

To: [illegible] Woods.

From: [illegible] Halkney

Date: [illegible] Mar-03

Re: Code A Re his son's latest letter and reference to his earlier one of 1st Jan 2003 as being the basis of his complaint.

[illegible] letter itemises five questions as to why his GP Dr Crocock did or did not do something all of which are relevant [illegible] the benefit of hindsight.

[illegible] Duggan had the opportunity of satisfying his grievances when he met Dr Crocock at the conciliation meeting that was convened on the 27th November 2002. And still remained dissatisfied even after answers were given to the items in question as follows.

1 Dr Crocock admits he was not aware of any long-term problems with prescribing "Cyproterone" or that he was over-prescribing.

2 Dr Crocock admitted not noticing the missing liver function tests

3 Dr Crocock admitted misunderstanding instructions in the letter of 26th May 1999

4 Dr Crocock admitted he was unaware of over-prescribing

5 Dr Crocock informed Code A that the practice had changed procedures since his complaint regarding [illegible] accinations and the over 75's

Code B

[illegible] is assuming you agree with what I have said.

Code A