

Dr. John H. Grocock

Ms Karen Woods
Office of the Complaints Convener
Unit 180 Fareham Reach
166 Fareham Road
Gosport
PO13 0FH

Code A

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

26 March, 2003

Our ref: JHG/ICS

Your Ref: Comp/007/2002

Dear Ms Woods

Please find enclosed a copy of my letter that I sent to **Code A** which I don't think that you have a copy of.

We have now undertaken a review as mentioned, and are now currently training two dedicated staff to manage the repeat prescription protocol.

Yours sincerely

Code A

Encl.

Dr. John H. Grocock

Mr G Duggan
Code A

Code A

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

29 November, 2002

Our ref: JHG/ICS

Dear Mr Duggan

I have now had some time to reflect on the meeting that we had on Wednesday, and I wasn't sure how I had left the question of our practice's policy on repeat prescribing. Meeting with you clearly highlighted some inadequacies in our present policy, which I have now been able to discuss with my partners. As I wasn't sure how we had left it, I felt that I would like to inform you that we will now be undertaking a review of our repeat prescribing and that we are intending to look at employing a dedicated person, ideally with a nursing or dispensing background, to work exclusively on the managing of the repeat prescribing system.

Yours sincerely

Code A