

GP

PCT: F+G.

Complaints Tracking Form

Name of Complainant **Code A**

Name of Practitioner *Dr J Crocock*

Address **Code A**

Address **Code A**

Complaint Ref *Compl 007/2002*

Date Received

Date	Action/contact	B/F	Initials
25/2	File sent to Lay Chair + Convenor.		
12/3	Letter from KW to a D		
2/4	Letter to Dr G req med recs e-mail from KC to Dr Melville e-mail to KW.	7/4	(K)
3/4	Code A med recs arrived. KC to forward to Dr M. 7/4.		
7/4	Dr Judith Rees OK to do.		
8/4	Med recs sent to JR Letter to JR e-mailed to KW for sig + send on Review	11/4 22/4	(K) JS
2/5	Call from J. Rees - has report - we will talk to k.w. Phoned k.w. will contact JR.		
8/5	Report from JR received - copied a sent to k.w. + Mr Hartney e-mail from k.w. received Phoned k.w. a left message for her to contact. Fixed copy to k.w.	14/5	
9/5	Discussed k.w. - to Phyllis	15/5	

15/5 E-mail sample form done letter to k.w.



21/5

PCT

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Name of Complainant

Code A

Name of Practitioner

F+G PCT

Address

Code A

Address

re Sultan Ward
GWMH

Complaint Ref

Compl0072002

Date Received

Date	Action/contact	B/F	Initials
25/2	File sent to Lay Chair + Convene		
28/3	e-mail from KW.	7/4	(P)
7/4	AT to see e-mail	9/4	(P)
8/4	letter e-mailed to KW to send to J Rees - Review	22/4	JS
28/4	E-mail sent to Judith Rees/Karen Woods.	30/5	JS
2/5	Discussed J Rees - has done report will send in. wd will go speak to KW. AT phoned KW & put in touch with J.R. a/w folder a/c	15/5	

Continuation Sheet

Complainant's Name **Code A** Reference No Camp/007/0002

Date	Action/contact	B/F	Initials
29/5	Letter discussed kW & Lay Chair e-mailed to Dr Reed for checking. Inaise mbe kW ref final to send to Mr J.	30/5.	
5/6	Phoned J.Reed - missed he return phoned again.		
6/6	Copy of e-mail sent in post to J. Reel asking for response. when rec'd advise k.woods.	11/6.	
12/6	E-mail J.Reed again -		
13/6	<p>E-mail from J.R - one charge amended & e-mailed to kW for printing & sending out.</p> <p>Discussed kW a phone letter to Dr Grocock also by kW.</p> <p>———— " 1. Paper p'pd by AT she doxed.</p> <p>Copy sent to Lay Chair,</p> <p>Thankyou letters to kW & Mr H.</p> <p>Medical records returned to PPSA.</p>		