



Our Ref: NHHSH 0108
15th September 2009

NHS Hampshire
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Private and confidential

Code A

Dear Mr Stevens,

Re: Dermatology service provision at Gosport War Memorial Hospital

I am writing further to the letter from **Code A** of 17th August 2009, regarding your complaint about the cancellation of the theatre session on 5th August 2009 at Gosport War Memorial Hospital at which you were due to receive treatment, and the failure of Portsmouth Hospitals NHS Trust to communicate that cancellation.

The full investigation into your complaint has now been concluded and I am enclosing a copy of the investigation report. As you will see the operational manager for the dermatology service apologises unreservedly for the inconvenience, distress and lack of clear communication you experienced. Your complaint is informing the improvement plans for the service, and we are therefore grateful to you for raising it.

I do hope that the explanation provides a satisfactory response to the concerns that you raised. However, if there are any issues that remain unresolved or if you have any queries regarding any of the points mentioned above, please do not hesitate to write and let me know.

Contd/.....

Code A

You do also have the right to ask the Parliamentary and Health Service Ombudsman (PHSO) to review your case should you remain dissatisfied following any further investigation. This should be undertaken within 12 months of the conclusion of local resolution. You can contact the PHSO on 0845 015 4033 or write to them at: The Health Service Ombudsman, Millbank Tower, Millbank, London, SW1P 4QP, email phso.enquiries@ombudsman.org.uk or visit them at www.ombudsman.org.uk.

Code A

Richard Popplewell
Interim Chief Executive

Enc: Investigation report

Portsmouth Hospitals 

NHS Trust

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INVESTIGATION RESPONSERe: Code A

With regard to the concerns raised by Mr Stevens when he attended the Gosport Ward Memorial Hospital on 5 August 2009, a response was requested from Ms G Rainger, Operational Manager, Dermatology Unit, St Mary's Hospital, Portsmouth.

Ms Rainger acknowledges that since the services provided at the Royal Hospital Haslar have moved to the Gosport War Memorial the department has faced a few challenges. Unfortunately, there have been some timetable issues, where the administration for the clinics was transferred to different teams. It is also apparent that when Mr Stevens checked in at the reception desk, the nursing team were not informed that he had arrived. Ms Rainger would like to assure you that she is currently addressing this issue with staff at Gosport War Memorial Hospital, in order that a new system is implemented to ensure that clinical staff are made aware when a patient has arrived in clinic.

On investigation, Ms Rainger advises that the Registrar was present at Gosport War Memorial in order to carry out Mr Stevens' surgery, but regrettably the on-call Consultant was not available on site at that time and therefore, Mr Stevens' surgery could not be undertaken for safety reasons. Regrettably, Ms Rainger has been unable to trace who gave Mr Stevens the information with regard to Portsmouth Hospitals NHS Trust not *being able to afford to book theatre space* and she would like to assure him that this is certainly not the case.

Ms Rainger would like to offer her unreserved apologies to Code A for the inconvenience, distress and lack of clear and concise communication he received on the day of his attendance. She would like to reassure him that she has taken his concerns very seriously and is looking at ways of improving the service provided there.

Yours sincerely

Code A

Patient and Customer Services Officer