

Portsmouth HealthCare 
NHS Trust

Trust Central Office
St James' Hospital
Locksway Road
Portsmouth
Hants
PO4 8LD

Tel 023 9282 2444
Fax 023 9229 3437

Mrs. L. Lack,

Code A

Our Ref MM/LH/YJM
Your Ref
Date 22nd October, 2001
Ext 4378

Dear Mrs. Lack,

We have corresponded in the past about your complaint regarding the care provided at Gosport War Memorial Hospital. I thought you would be interested to hear about a review that is about to take place at the hospital; public views will be canvassed as part of this.

The Commission for Health Improvement will be looking at the care provided on elderly medicine wards as a result of publicly voiced concerns. The Commission (CHI) was set up by the Government to improve the quality of patient care in the NHS across England and Wales. We welcome this review, which offers the opportunity to have a thorough look at the service from an independent perspective.

This review will not reinvestigate prior complaints, such as yours. However, the themes from complaints in general, and the action taken as a result, will be explored.

There will be an opportunity for members of the public to contribute to this review by making their views known to the Commission's Investigating Team. Details of the public consultation exercise will be published in the local press in due course. In the meantime, should you wish to put your views directly to the Commission, please contact:

Julie Miller, Investigations Manager, Commission for Health Improvement,
10th Floor, Finsbury Tower, 103-105 Bunhill Row, London. EC1Y 8TG
Telephone: **Code A**
Fax: 020 7448 9222

Yours sincerely,

Code A

Max Millett
Chief Executive

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