

Primary Care Trust

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Code A

16th August 2002

Mrs M Bulbeck

Code A

Dear Mrs Bulbeck

I am writing further to Fiona Cameron's letter to you of 18th July. I am aware that you met with Jane Williams on 19th July and this has formed the basis of your complaint to the Trust.

I am pleased to let you know that Ms William's has completed the investigation and her report is now receiving attention within the Trust. As soon as he has had an opportunity to consider the report in respect of your complaint the Chief Executive will write to you. You should receive this letter within the next three weeks.

Yours sincerely

Code A

Ann Turner Complaints Manager