

PORTSMOUTH
HealthCare
NHS
TRUST

Dr AC Knapman
148 Forton Road
Gosport
Hants
PO12 3HH

Our ref
SH/LP
Your ref

Date
21 August 2000
Ext

Dear Dr Knapman

Re: Mrs Norma WINDSOR (Deceased) - Code A

Portsmouth HealthCare NHS Trust have received a written complaint by Miss Sheena Windsor, about the care her Mother the late Mrs Norma Windsor received while a patient on Sultan Ward, Gosport War Memorial Hospital earlier this year. I am enclosing a copy of the complaint and as you will see, reference is made to your decision to admit Mrs Windsor to Gosport War Memorial Hospital.

I have been asked to investigate the complaint as per our Complaints Policy; I would very much like the opportunity to meet you to discuss the concerns raised.

I would be willing to see you at your Surgery or I can arrange to see you at Gosport War Memorial Hospital, at a mutually convenient time. If you are unable to see me, could I please ask if you would respond to the concerns raised by Miss Windsor, in writing to me at the address below.

I am based at St Christopher's Hospital and can be contacted on Code A between 9 am - 5 pm. I look forward to hearing from you.

Yours sincerely
Code A

Sue Hutchings
Senior Nursing Co-ordinator

Enc.

File	
Notes Please	
Send Appointment	
Tell Patient Satisfactory	
Show H.V.	
Show Drs.	
Show Practice Nurse	

COMMUNITY HEALTH SERVICES

Code A