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HAMPSHIRE CONSTABULARY

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Your Ref.

19th January 2004

Mrs Graham

Code A

Dear Mrs Graham

Thank you for your letter of 15th January 2004 in which you raised a number of points. Firstly I can confirm that I did receive your letter of 23rd November 2003

However, I am aware that on the 24th of November 2003 Code A did contact you with regard to the Bulletin 3 Questionnaire in respect of being supplied a copy of your husbands patient notes. The purpose of this visit was as you indicated in your letter on the 15th of January 2004. That purpose being, that she intended to introduce herself as the Family Liaison Officer to discuss the report made in respect of the concerns you have with regards to your husbands treatment. Additionally, to establish how you would like to be informed as to the findings of the Clinical Team and supply you with the requested patient notes. When Code A spoke with you she was indeed unaware that you had written to me (as was I at that time) as we had yet to receive your letter.

When DC Robinson spoke with you she was of the impression that you were then uncertain whether or not you wanted to see her. DC Robinson's understanding was that you would be speaking to others before contacting her with your decision as to whether you wanted to meet, and set a convenient appointment time. It was for that reason that she provided you with her mobile telephone number.

On the morning of the 13th January 2004 you did contact DC Code A that mobile phone. You informed her that you did want your records but was unable to provide a time at that stage for Code A to visit. Code A indicated that she would ring you on the morning of the 19th of January to arrange an appointment convenient to you. You will know that at 09:10 hours today Code A did indeed contact you and you have agreed to meet at 14:00 tomorrow.

In your second to last paragraph you make reference to the taking of statements, the policy in respect of this matter has been previously explained.

In your last paragraph you questioned the necessity for police making lengthy visits which only seem to be made to appease relatives and not help the investigation to proceed further. This is simply not the case. We do not seek to appease our family group members but to keep them informed as to the course of the investigation and its developments. During the visits undertaken by **Code A** people have been afforded the opportunity to ask questions and seek explanations as to our processes. The reaction from the family group members who **Code A** has visited has been positive. **Code A** has been able to explain to people the format of the copy notes which has been found useful, and in the main, the meetings held by DC Robinson have proven popular and informative.

We are currently preparing a bulletin which goes further to explain where we are in our investigation and the process for notifying relatives as to the outcome of the Clinical Teams analysis.

If I can assist you any further, do not hesitate to contact me or speak directly with DC

Code A

Yours sincerely

Nigel Niven
Detective Inspector
Major Crime Department