

PORTSMOUTH
HealthCare
 NHS
 TRUST

Mrs. L. Lack,

Code A

Our ref
 LH/YJM

Your ref

Date
 25th August, 1998

Ext
 4026

Dear Mrs. Lack,

Thank you for telephoning me last Wednesday, 19th August, 1998, to explain your concerns about the care provided for your mother, Mrs. Gladys Richards, on Daedalus Ward at Gosport War Memorial Hospital. I understand that she died on Friday. This will be a very sad time for you and your family, made worse by the traumatic events of last week. I would like to offer our condolences to you and your family.

I understand that following our telephone conversation, Mrs. Sue Hutchings visited you on Daedalus Ward (covering for Mrs. Barbara Robinson, Service Manager, who is currently on leave). I had intended to capture the details of our telephone conversation in this letter. Events, however, overtook me and I now have a copy of your hand-written report, describing what happened and asking some very logical questions. There seems little point in repeating these in detail here.

An investigation has already begun within our formal complaints procedure. The enclosed leaflets explain how the NHS complaints procedure works, and the future options open to you.

Mr. Max Millett, Chief Executive, will write to you in more detail when our investigation is complete, in about three to four weeks time. In the meantime please let me know if I can be of any further help.

Yours sincerely,

Code A

AP
 Lesley Humphrey
 Quality Manager

PORTSMOUTH HEALTHCARE NHS TRUST CENTRAL OFFICE

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