

Received 14/6/02

Replied 17/6/02

Posted 19/6/02 ✓

Fareham and Gosport



Primary Care Trust

Unit 180, Fareham Reach
166 Fareham Road
Gosport
PO13 0FH

Ref LD/jkf/12 6

Tel: 01329 233447

Fax: 01329 234984

Mr Iain Wilson

Code A

12 June 2002

Dear Mr Wilson

Ian Piper is away on annual leave this week and so I am responding to your letter of the 3rd June.

The very first point I wish to make for myself and on behalf of the Primary Care Trust is that I am truly sorry for the mistake we made in writing not once, but twice, to your late father. I was appalled when I read your letter and realised what had happened.

Please believe me when I say that it was never, ever our intention at any stage to be the cause of more grief and upset to either Mrs Wilson or indeed, any of your family.

You asked how we could come to make such a mistake? The answer to your question goes back to the very early days of this new organisation at the beginning of April. We had taken over responsibility for Gosport War Memorial Hospital and as part of understanding all the issues a list of names and addresses was compiled of relatives who had made complaints against the hospital. For some reason which I cannot explain (or excuse) your father's name was given as being the relative rather than the patient.

This is why Ian Piper wrote to your late father rather than yourself. I would be happy to speak to you personally either on the telephone or face to face if you feel this would help. I am also writing directly to your mother to offer our apologies and an explanation.

As you can imagine I am deeply embarrassed by this incident and would be happy to let the Portsmouth News see a copy of this letter provided that you are willing to give your permission.

Yours sincerely

Code ALucy Dock
Chair

Fareham and Gosport Primary Care Trust

12 DAYS

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