



East Hampshire, Fareham and Gosport Primary Care Trusts

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JW/MW

22 February 2006

PRIVATE AND CONFIDENTIAL

Mr W Sole

Code A

Dear Mr Sole

Re: Mr William Valentine Mowle

Further to your letter dated 19 February 2006, I understand that the Complaints Officer at Portsmouth Hospitals Trust has written to you advising that your letter has been passed onto East Hampshire PCT as we manage the Elderly Medicine Services provided on Exton 7 Ward, where sadly your father-in-law Mr Mowle passed away on **Code A**

I would like to extend our deepest sympathies to you and your family on the recent loss of your father in law. I am sorry that your family feel disappointed in some aspects of the treatment provided to Mr Mowle and I note that you would like some official answers to the questions listed in your letter.

Mrs Lesley Humphrey, the General Manager of the Department of Medicine for Older People, has been asked to undertake a full investigation into the issues you have raised and report her findings to our Chief Executive, Mr John Wilderspin, who will write to you when this is completed; which should be within 20 working days. Portsmouth Hospitals Trust are also carrying out their own investigation into the issues surrounding Mr Mowle's care at the Medical Assessment Unit and their response will be included in Mr Wilderspin's letter.

I enclose for your information a copy of our complaints leaflet which explains the process. If you have any queries in the meantime, please do not hesitate to contact me at the above telephone number or postal address and I will be pleased to assist you.

Yours sincerely

Marion Wood
Complaints and Patient Advice & Liaison Service

Enc.