

Marion Wood - Complaints PALS Assistant

From: Smith Sallyann - Supt Physio
Sent: 05 May 2006 11:17
To: Wood Marion - Complaints & PALS Assistant
Subject: RE: Complaint - Waite

Dear marion,

You have already outlined our prioritisation system in your previous correspondence. The only things you could add are that we re-route as many referrals to RHH as possible and we consider patients being treated in classes where this is appropriate. We have run evening clinics in the past but current financial constraints I am sure would prevent this being an option at present. We attempt to prevent DNA's by telephoning patients and having letters and systems in place putting onus on patient getting back to us if they still require an appt. Other than that I am afraid demand does outstrip clinical need!! Hope this is useful- sorry it is a little waffly!!

Sallyann

From: Wood Marion - Complaints & PALS Assistant
Sent: 05 May 2006 09:44
To: Smith Sallyann - Supt Physio
Subject: RE: Complaint - Waite
Importance: High

Hi Sallyann, attached is copy of the letter I put to our Chief Exec for signature after you we had discussed the situation regarding Mr W. However John W has returned this to me marked "Can we say anything about what we are or have done about physio waiting times?" - Can you advise me please?

<< File: response 4.5.doc >>

From: Sallyann Smith - Supt Physio
Sent: 03 May 2006 12:44
To: Marion Wood - Complaints & PALS Assistant
Subject: RE: Complaint - Waite

Dear marion,

I have phoned physio dept at GWMH and there is currently noone in the dept that can access the database to check where Mr. Waite is. I will keep contacting the dept and hopefully tomorrow someone will be able to get hold of the required information. Apologies for the delay.

Sallyann

From: Marion Wood - Complaints & PALS Assistant
Sent: 03 May 2006 10:41
To: Sallyann Smith - Supt Physio
Subject: FW: Complaint - Waite
Importance: High

Sallyann, would you mind checking the enquiry below for me as I know Martin is away but this needs to be actioned asap.

Many thanks << File: response 030406.doc >>

Marion

P.s. I've copied our final response to Mr W for your info.

From: Marion Wood - Complaints & PALS Assistant
Sent: 03 May 2006 10:16
To: Martin Cowdry - Physiotherapy Service Manager
Subject: Complaint - Waite
Importance: High

Martin, we've received communication via fax from Mr W who wants to know if there is an appointment available for him yet - can you advise where we are with his appt?

The fax is copy of a letter which his MP has written to him in response to his complaint and it states that the MP will be putting down a parliamentary question to focus attention on the waiting times for physio treatment, therefore we need to get response ready for when this arrives.

With kind regards



PETER VIGGERS MP
House of Commons, London SW1A 0AA

Private Secretary: **Code A**
Private Secretary Fax: **Code A**
Constituency Office: 023 92 52 21 21
Website: www.peterviggers.co.uk
Working for the constituency of Gosport



11 April 2006

Mr W Waite

Code A

Dear Mr Waite

Peter has asked me to let you know that he will put down a Parliamentary Question to focus attention on the waiting times for physiotherapy treatment.

Hopefully this will also stimulate improvements in the service.

With best wishes

Code A

Debbie Ward
Office of Peter Viggers MP

ANY VACANCY YET!
WW



PETER VIGGERS MP

House of Commons, London SW1A 0AA

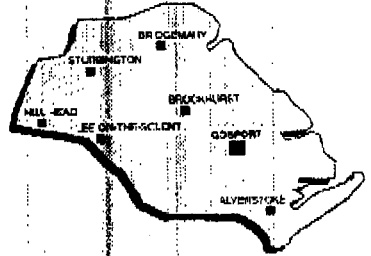
Private Secretary:

Private Secretary Fax:

Constituency Office: 023 92 52 21 21

Website: www.peterviggers.co.uk

Working for the constituency of Gosport



Mr W Waite

Dear Mr Waite

Thank you for the copy of the letter you received from the Physiotherapy Services Manager at the PCT.

I have passed it on to Peter with your request for action.

With kind regards

Debbie Ward
Office of Peter Viggers MP

Reply address:

COPY TO JOHN WILDGESPIN
CHIEF EXEC
CC MARTIN COWDAN
NOW URGENT!

→ Anne Williams

Have we
03 April 2006

See a
letter
of
physio?
JL
15/4

Constituency Office: 167 Stoke Road, Gosport, PO12 1SE

Tel: Fax:

Marion Wood - Complaints PALS Assistant

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*Back to DEFENDIA
 Status changed*

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Marion

Marion Wood
Complaints & Patient Advice and Liaison Service Assistant
East Hampshire and Fareham and Gosport PCTs
Raebarn House, Hulbert Road, Waterlooville PO7 7GP

Tel: Code A

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