



**East Hampshire, Fareham and Gosport Primary Care Trusts**

Raebarn House  
Third Floor  
Hulbert Road  
Waterlooville  
Hampshire  
PO7 7GP

Tel  
Fax **Code A**

3 April 2006

**PRIVATE AND CONFIDENTIAL**

Mr W F Waite

**Code A**

DRAFT

Dear Mr Waite

I am writing further to your letter to Mr Cowdry, Physiotherapy Service Manager, on 27<sup>th</sup> March 2006 in which you complained about the length of waiting times for an appointment.

I would like to thank you for writing and highlighting your concerns. I thought it might be helpful to provide an explanation for the long waiting time and background to the physiotherapy department's appointment system.

I acknowledge that you consider the length of wait unacceptable. When you were referred for physiotherapy the waiting time was 20 weeks. Unfortunately the ongoing demand for a physiotherapy service exceeds the resources we have available. Resource calculations are based on the number of patients registered to each GP practice. Each GP should then refer to that level. Unfortunately it remains the case that many more patients are referred than the physiotherapy service has capacity to see. Over the past twelve-month period the referral rate has been 21% above the funded level. When this happens month on month, the waiting list grows. Clearly this is far from ideal and the physiotherapy service continues to work with primary care colleagues and other services to ensure that the service is used appropriately and that all patients who are referred receive the services required in a more timely way.

When referrals are received by the Physiotherapy Service they are reviewed using the clinical information given by the GP or Consultant into either an "urgent" or "routine" category. Appointment priority is then given to "urgent" referrals from all sources. If a high number of "urgent" referrals are received this of course has a subsequent effect on the "routine" waiting list. Your referral was received on 21<sup>st</sup> March 2006 and using the clinical information provided on the referral form was prioritised as "routine" and placed on the waiting list.

The Physiotherapy Department operates a procedure to acknowledge receipt of letters of referral when it appears that the referral will be placed on a waiting list that is longer than eight weeks. This is so that patients know that the referral has been received, but are also informed how long the waiting list is likely to be. This allows the patient to make an informed decision about whether to wait for an appointment or to seek treatment elsewhere. At the time your referral was received the waiting time for a routine appointment was 20 weeks.

Waiting list information is passed to all GP surgeries on a monthly basis to keep GPs informed of the current waiting times.

I would like to thank you for drawing your concerns to my attention. The Primary Care Trust takes all complaints seriously as they provide an opportunity to learn from past experience and improve our services. I am sorry that your contact with the Physiotherapy Service has begun with a waiting time that is longer than you or I would like.

In your letter you indicated that you will contact Peter Viggers, MP and also the House of Commons about your concerns. I will, of course, co-operate with requests made from them regarding this matter. If there is any further action you would like me to take please let me know.

Alternatively, if you remain dissatisfied with the response to your complaint, you have the right to ask the Healthcare Commission to review your case. This should be done within two months of receipt of this letter. The Healthcare Commission is an independent body established to promote improvements in healthcare through the assessment of the performance of those who provide services. You can contact the Healthcare Commission on 020 7448 9200 or write to them at: Healthcare Commission, Complaints team, Peter House, Oxford Street, Manchester, M1 5AN or visit their website at [www.healthcarecommission.org.uk](http://www.healthcarecommission.org.uk).

Yours sincerely

John Wilderspin  
**Chief Executive**

Cc Martin Cowdry

Dear

Re:

I would like to thank you for taking the time to bring these matters to my attention. It is always helpful to receive any feedback from our service users as this provides the PCT with the opportunity to review and improve our standards. If there is any further action you wish me to take please let me know.

Alternatively, if you remain dissatisfied with the response to your complaint, you have the right to ask the Healthcare Commission to review your case. This should be done within two months of receipt of this letter. The Healthcare Commission is an independent body established to promote improvements in healthcare through the assessment of the performance of those who provide services. You can contact the Healthcare Commission on 020 7448 9200 or write to them at: Healthcare Commission, Complaints team, Peter House, Oxford Street, Manchester, M1 5AN or visit their website at [www.healthcarecommission.org.uk](http://www.healthcarecommission.org.uk).

Yours sincerely

**John Wilderspin**  
**Chief Executive**

c.c.

*The logo featured on this page represents a merged management structure between East Hampshire Primary Care Trust & Fareham and Gosport Primary Care Trust*

**Elaine Williams - Complaints and Litigation Manager**

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**From:** Martin Cowdry - Physiotherapy Service Manager  
**Sent:** 31 March 2006 16:53  
**To:** Elaine Williams - Complaints and Litigation Manager; Marion Wood - Complaints & PALS Assistant  
**Subject:** Complaint Draft response  
**Attachments:** W Waite 1.doc

Dear Elaine and Marion  
Here is my stab at a draft letter to Mr Waite.



W Waite  
1.doc (27 KB)

Best wishes  
Martin

Martin Cowdry  
Physiotherapy Service Manager  
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