

Raebarn House
Third Floor
Hulbert Road
Waterlooville
Hampshire
PO7 7GP

24 January 2005

Tel 023 9224 8800
Fax 023 9224 8823

PRIVATE & CONFIDENTIAL

Mrs D James

Code A

Dear Mrs James

Re: Mr Kinlough

I understand that you have raised concerns with ward staff about Mr Kinlough's care in both Ark Royal and Collingwood Wards at Gosport War Memorial Hospital. Mr MacNaughton, General Manager, Mental Health Services for Older People, has confirmed that a full investigation is underway and I believe that you have spoken with Juliette Diamond, Senior Nurse Specialist, on several occasions about your concerns.

I am grateful to you for bringing these concerns to our attention and I will write to you again once the investigation is complete.

If in the meantime you have any queries please contact Elaine Williams, Complaints Manager on **Code A**

Yours sincerely,

Ian Piper
Chief Executive Officer
East Hampshire and Fareham and Gosport PCTs

cc Alistair MacNaughton / Juliette Diamond