

Marion Wood - Complaints PALS Assistant

From: Alistair MacNaughton - General Manager
Sent: 16 August 2005 08:58
To: Marion Wood - Complaints & PALS Assistant
Subject: RE: Red Peril - Mr K

Marion

this has been resolved

Juliette and I met with Mrs K we explained why her husband could not be discharged to Summervale we also had a long discussion about the role and purpose of Collingwood in regard to Challenging behaviour Mrs K although not happy understood the situation her husband has now been transferred to Svale

Alistair

-----Original Message-----

From: Marion Wood - Complaints & PALS Assistant
Sent: 15 August 2005 11:35
To: Alistair MacNaughton - General Manager
Subject: Red Peril - Mr K
Importance: High

Alistair - we don't seem to have received the completed red peril re this complaint - another copy attached.
 << File: complaintcoversheet red peril.doc >>

With kind regards

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
Fax: Code A

e-mail: Code A

This e-mail message and any files transmitted with it are confidential and intended solely for the use of the addressee. This communication may contain material protected by law from being passed on. If you are not the intended recipient and have received this e-mail message in error, you are advised that any use, dissemination, forwarding, printing, or copying of this e-mail message and any files transmitted with it is strictly prohibited. If you have received this e-mail in error, please contact the sender.

IN CONFIDENCE

East Hampshire **NHS**
Primary Care Trust

COMPLAINT (A RED PERIL)
URGENT ACTION PLEASE

TO: Alistair MacNaughton

DATE: 13 May 2005

FROM: Elaine Williams

TEL NO: Code A

COMPLAINANT DETAILS: Mr Kinlough (Collingwood and Ark Royal Wards)

Received via ~~PATIENT~~ / RELATIVE / ~~MP / GP / OTHER (please state)~~ :

Date received at PCT office: 2005 Date acknowledged: 2005

Please investigate the complaint (correspondence provided by) and supply a draft letter to me via email for the Chief Executive's signature by: **2005.**

Issues to be addressed include:

-
-

Due to the content of the complaint, the correspondence has also been shared with the following for their comments:

Please keep me informed if you forward this complaint to a third person for investigation. If you are unable to adhere the above deadlines please let me know (with the reason) so I can explain the reasons for the delay to the Complainant.

Under the NHS Complaints Procedure Legislation, the PCT has a responsibility to acknowledge the letter within 2 working days and for the Chief Executive to respond fully within 20 working days. The PCT is performance managed on these standards.

Reporting - Anonymised data is used by the PCT for governance and risk management purposes and reported to the Board. Please email the following information to the complaints manager; this is necessary to fulfil our accountability arrangements:

- **What lessons have been learnt from this incident/complaint?**

- **What action was or is to be taken to reduce the likelihood of this occurrence happening again:**

Action(s):	By Whom:	Target date for completion:

- **Do you need to raise an incident reporting form? (YES / NO) : Number:.....**
If YES, please provide a copy

For PCT use only:

Action progress monitored:

Final Report to Board: Closed:

Please email draft response letter and completed complaint cover sheet to Elaine Williams, Complaints and Litigation Manager E mail address: Code A THANK YOU.

Marion Wood - Complaints PALS Assistant

From: Marion Wood - Complaints & PALS Assistant
Sent: 15 August 2005 11:35
To: Alistair MacNaughton - General Manager
Subject: Red Peril - Mr K

Importance: High

Alistair - we don't seem to have received the completed red peril re this complaint - another copy attached.



complaintcov
sheet red peril

With kind regards

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

Fax: Code A

e-mail: Code A

This e-mail message and any files transmitted with it are confidential and intended solely for the use of the addressee. This communication may contain material protected by law from being passed on. If you are not the intended recipient and have received this e-mail message in error, you are advised that any use, dissemination, forwarding, printing, or copying of this e-mail message and any files transmitted with it is strictly prohibited. If you have received this e-mail in error, please contact the sender.

Marion Wood - Service Quality Administrator

From: Marion Wood - Service Quality Administrator
Sent: 13 May 2005 10:16
To: Alistair MacNaughton - General Manager
Subject: Red Peril Action form

Hi Alistair - Elaine has asked me to send you a red peril for the Mr K complaint. I wonder if you could fill in the actions and return this to us when completed.



complaintcov
sheet red peril

With kind regards

Marion

Marion Wood
Service Quality Administrator
East Hampshire Primary Care Trust
Raebarn House, Hulbert Road, Waterlooville PO7 7GP

Tel: Code A

Fax: Code A

e-mail: Code A

This e-mail message and any files transmitted with it are confidential and intended solely for the use of the addressee. This communication may contain material protected by law from being passed on. If you are not the intended recipient and have received this e-mail message in error, you are advised that any use, dissemination, forwarding, printing, or copying of this e-mail message and any files transmitted with it is strictly prohibited. If you have received this e-mail in error, please contact the sender.