



East Hampshire, Fareham and Gosport Primary Care Trusts

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PRIVATE AND CONFIDENTIAL

Code A

Dear **Code A**

Re: The Late Mrs Dulcie Middleton

Your letter dated 11 September was received at my office on 4 October 2005. May I firstly apologise that it had taken so long to reach me. Unfortunately the letter was misdirected and I will be looking into why this happened in order to avoid a recurrence of this delay.

I am sorry that you feel that I do not understand the reactions of people who suffer bereavement and that you disagree with my decision that there would not be a benefit in meeting with me at this time. As you are probably aware, **Code A** has already met with the then Chief Executive Ian Piper and Lucy Docherty, Primary Care Trust (PCT) Chairman on 22 May 2002 prior to submission of the complaint. In addition, **Code A** met with Dr Graham Dewhurst, Consultant in Elderly Medicine, **Code A**, Service Manager Community Hospitals, and **Code A**, Complaints Manager on 28th June 2002. This meeting was arranged at **Code A** request in order that she could go through Mrs Middleton's medical records with a doctor and a nurse present for discussion and explanation of the contents of the notes.

Following this meeting a full investigation was undertaken of the concerns that **Code A** had raised with the Nursing and Midwifery Council in a letter dated 19 June 2002. As part of that investigation Consultant Nurse Williams also met with **Code A**. The complaints procedure was concluded with a letter of response dated 3rd October 2002, signed by the then Acting Chief Executive Mr Alan Pickering. Mr Pickering offered a meeting but **Code A** chose not to take up the opportunity to meet with him to discuss the response at that time.

In summary, I do feel that the PCT has demonstrated its willingness to meet with **Code A** over a period of months following Mrs Middleton's death on 2nd September 2001. I also believe that the PCT acted on the concerns raised at those meetings. Given that, I do not believe that there would be added benefit to meet again as a further three years have now elapsed.

I note that you will be contacting the Nursing and Midwifery Council and I will await their instructions.

Yours sincerely

Code A

John Wilderspin
Chief Executive