

Code A - **Complaints and Litigation Manager**

From: **Code A** Complaints and Litigation Manager
Sent: 31 August 2005 10:57
To: Fiona Cameron - Director of Nursing & Clinical Governance
Subject: FW: Complaint call received today.

Importance: High

Fiona
Code A remains unhappy with our reply, see Jacq's note below about the NMC. I have spoken with our solicitor who maintains the line that we cannot reveal the information. He thinks that the statement below that **Code A** has no right to withhold names is incorrect but if the NMC were to write to the PCT requesting names we 'would have to give that due consideration'. I'll ring **Code A** and see what line he takes with me. Will keep you updated.

Code A

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

From: **Code A** Assistant Complaints Manager
Sent: 31 August 2005 10:10
To: **Code A** Complaints and Litigation Manager
Subject: Complaint call received today.
Importance: High

Hi **Code A**

As per our telephone conversation today.

Call from:

Code A

The above gentleman called today to express dissatisfaction with the response he has received from JW regarding names of staff who provided care to his relative at GWMH. Letters received from JW dated 22/07/05 & 05/08/05.

He has spoken to the Nursing and Midwifery authority this morning who have told him that JW has no right to withhold staff names from the family. A member of the family has every right to pursue this.

He has also quoted a previous letter from IP 'apologising for substandard care to relative'.

Code A

31 Aug 2005 11am.

NR to **Code A** telephone.

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Code A

10-05

Telcon **Code A** - advising **Code A** requested someone call him back. **Code A** aware of letter to **Code A**
Code A

Procedure names
of staff

Nursing & Midwifer

Mr. J. Wildespin
August

Code A

previous responses

CEO → couple
of months

No trust

Code A

Gasport War Mem

police say still under
investigation.

Staff involved

Piper - apologising
for substandard
care.

to relative.

Names of staff

for Camp Nursing
& midwife

→ B.M.A.

J. Wilderspink
22/1/05 / 5/8/05

Not
wanting to make
an internal comp
dealt with by
app authorisation
to discipline.

Telephone conversation

Nursing & midwife
has no ~~write~~ ^{right} to

withhold this
info.

A member of family
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