

**Code A**

Our Ref: FC/lid

18<sup>th</sup> July 2002

Dear **Code A**

Further to our telephone conversation last week, I am writing to confirm that we have agreed that I will commission an investigation into the concerns you raised to the Nursing and Midwifery Council in your letter of 19<sup>th</sup> June 2002.

The investigating officer will be Jane Williams who is a Consultant Nurse Stroke Care and she will be contacting you shortly to discuss your concerns with you. Once you have met with Jane, she will capture those concerns and that will form the basis, along with the letter to the NMC, of your complaint to us.

I hope this meets with your approval. However, if you have any queries, please do not hesitate to contact me.

Yours sincerely

**Fiona Cameron**  
**Operational Director**

Fareham and Gosport   
Primary Care Trust

Unit 180, Fareham Reach  
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[www.hiow.nhs.uk](http://www.hiow.nhs.uk)

Code A

16<sup>th</sup> August 2002

Code A

Dear Code A

I am writing further to Fiona Cameron's letter to you of 18<sup>th</sup> July. I am aware that you met with Jane Williams on 19<sup>th</sup> July and this has formed the basis of your complaint to the Trust.

I am pleased to let you know that Ms William's has completed the investigation and her report is now receiving attention within the Trust. As soon as he has had an opportunity to consider the report in respect of your complaint the Chief Executive will write to you. You should receive this letter within the next three weeks.

Yours sincerely

Ann Turner  
Complaints Manager

Fareham and Gosport **NHS**  
Primary Care Trust

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