

10 February 2003

Ref: AT/js

Code A

Dear **Code A**

With reference to our letter dated 24 January. Dr Graeme Dewhurst, Consultant Physician at St. Richards Hospital, Chichester, will be pleased to go through your late aunt's medical records with you.

Please contact **Code A** Dr Dewhurst's Secretary on **Code A** to arrange an appointment, also at this time you can discuss a convenient venue for your meeting.

Yours sincerely

Code A

Assistant Complaints Manager

20/2 Spoke **Code A** May not
pursue - will let us know
by conversation.

6/3 Spoke to Dr Dewhurst sec -
heard nothing. Advised re telecon.
Dr D. to make family & advise
not contact & leave in abeyance at
this time.

B/F 29/1

24th January 2003

Code A

Dear **Code A**

I am writing further to our telephone conversation on Wednesday morning. As discussed, I have requested your late aunt's medical records from the records office. On receipt I will seek advice on who would be the most appropriate person to go through the records with you to assist in deciphering them and understanding the terminology used.

I am also trying to find out more information in respect of the incident form you refer to. I will contact you again shortly.

Yours sincerely

Code A

Complaints Manager