

**Code A - Complaints & Litigation Manager**

**From:** Toni Scammell - Senior Nurse Coordinator [c=GB;a=NHS;p=NHS S AND W HN;o=NHS PORTSMOUTH HEALTHCARE TR;s=Scammell;g=Antonia;i=ajs1;]  
**Sent:** 24 October 2002 09:43  
**To:** **Code A** - Complaints & Litigation Manager'  
**Cc:** **Code A** - Service Manager  
**Subject:** RE: Medical Records Request

Hi,

We have received this request from **Code A** just before Jan went on holiday. I have just checked with Jan's secretary and she is waiting for Jan to sign a letter which was typed yesterday as the notes are now ready. Hope this updates you

Regards

**Code A**

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

**From:** **Code A** - Complaints & Litigation Manager  
**Sent:** 24 October 2002 09:32  
**To:** **Code A**; Scammell Antonia (5FE) Portsmouth City PCT  
**Subject:** Medical Records Request

I have had a query from the "helpline" - they have had contact from **Code A** says he requested medical records of his wife Jean irene Steven (dob 28.6.25) four weeks ago but hadn't heard anything. Person who took the call wasn't aware of the 40 days time period. However, thought it best to check whether this request had actually been received and was being dealt with (I haven't had anything through this office).

Perhaps you could check and let me know.

Many thanks.

**Code A**  
**Complaints Manager**

**Code A**  
**E-mail:** **Code A**