

Code A - Complaints & Litigation Manager

From: Code A
Sent: 20 September 2002 16:57
To: Code A - Complaints & Litigation Manager
Subject: RE: GWMH cases

Sensitivity: Confidential

Many thanks Ann, will keep you posted - M

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

From: Code A - Complaints & Litigation Manager

[mailto: Code A]
Sent: 20 September 2002 15:27
To: Code A
Cc: Fiona Cameron - Operational Director; Lucy Docherty - Chair F&G PCT;
 Code A Assistant Complaints Manager
Subject: GWMH cases
Sensitivity: Confidential

Further to our telephone conversation this afternoon, please find below details of contacts we have received here:

Phoned in on 16.9.02 - Code A on Code A ref her mother Elizabeth Rogers - died in GWMH in 1997. She did make a complaint at the time - this will be in the archive at SJH. - Ian P tried to speak with her on 16th and 17th without success. Further call from her on 18th September - would like access to her mother's medical records (eager to get hold of records before they are tied up in the new enquiry (?Prof Baker audit). Would also like records from when she was in Haslar. She was advised by our Business Manager that her request would be dealt with. I have tried to speak with her again this afternoon on her home number and her work phone number Code A without success. Unfortunately, I do not have an address for her.

Letter received 17.9.02 - Code A - phone number Code A Would like to mother included on list of complaints - what was going on. Copy of death certificate enclosed with letter - Mrs Norah Kathleen Hall, dob 3.2.16 - dod 19.6.99. I have acknowledged today.

Phone call 17.9.02 - Ian Piper spoke to Code A She has her late husband's medical records but would like to have a doctor and nurse go through them with her. Her address is Code A Code A. I do not have a phone number - she is away for the next week. I have written to her today and advised somebody will be in touch shortly.

Phone call 19.9.02 from Code A Telephone Code A Ref his late mother Elizabeth Capper, dob 13.7.12 - dod 2.6.98. Has watched case with interest - his mother's death was a big shock at the time. Would like his late mother's notes included in Professor Baker's investigation. I have written to him today and said that somebody will be in touch with him shortly.

I will retain the letter from Code A for the time-being. When you want a copy of it please let me know. If there is anything further you want me to do please let me know.

Code A
 Complaints Manager

Code A