

JH.



PATIENT ADVICE AND LIAISON SERVICE

REQUEST FOR INFORMATION/GENERAL ENQUIRY

Date of Contact: 02-07-03 Ref No: 49

Name: BANK PALS FROM ROWEN
 Address: (if applicable)
 Tel: (if applicable)
 How PALS was found: PALS STAFF LEAFLET
 PCT Area: PALS
 REFERRED ON TO PALS ACUTE SITE.

ENQUIRY:

HUSBAND DIED 2002. CAUGHT MRSA (CA). LACK OF BASIC HYGIENE APPARENT ON WARD. MENTIONED AT TIME TO ACTING WARD MANAGER AND INFECTION CONTROL DEPT. NOTES TAKEN AT TIME BY STAFF, NOW FEELS SHE WOULD LIKE TO BRING MATTER UP AGAIN FOR THE GREATER GOOD.

ANY ACTION REQUIRED?

REFERRAL → ACUTE SITE.
 ASKED CALLER TO BE SPECIFIC RE: HER CONCERN AND TO ASK WHAT IF ANYTHING, HAD HAPPENED AS A RESULT OF HER OR INTERVENTIONS.