

20 AUG 2002

Your Ref. PRE/6/12053

1 Cheshire Way
Southbourne
Nr Emsworth
Hants
PO10 8PU

12th August 2002

Dear **Code A**

With reference to my telephone conversation with you on Friday 2nd August, I thought that it would be appropriate to put in writing that I would like my complaints to be investigated where possible.

You have my formal complaint of 19th June, and you can see when I was present and witnessed the events that I have complained about, but I cannot name individual nurses.

I am sure that you have been able to read the Commission for Health Improvement report into the Gosport Hospital issued on 3rd July 2002. I was very pleased with the report as it proved that the points I had made were true.

I have enclosed a copy of the letter dated 18th July from Fareham and Gosport NHS Primary Care Trust, in which is contained the offer of help from Jane Williams to go through my mothers medical file with me, which we have now done. I therefore hope that in the not too distant future I will have a closure to this dreadful situation, so that I can get on with my life, it has been a very stressful time since my mother died nearly a year ago.

I am seeking justice for my mother, someone has to be named and proved responsible for the poor nursing care.

Yours Sincerely

Code A

Mrs Majorie Bulbeck.

Fareham and Gosport **NHS**
Primary Care Trust

Unit 180, Fareham Reach
166 Fareham Road
Gosport
PO13 0FH

Tel: 01329 233447
Fax: 01329 234984

Mrs Bulbeck

Code A

Our Ref: FC/ld

18th July 2002

Dear Mrs Bulbeck

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 19th 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

Code A

Fiona Cameron
Operational Director