

**Mr R Bishop**  
**Chief Executive**

**Management Centre**  
St Mary's Hospital  
Milton Road  
Portsmouth PO3 6AD

**Code A**

**PRIVATE AND CONFIDENTIAL**

16 September, 1998

**Code A**

Our Ref: RB/SS/CA **Code A** 122/98  
(Please quote Our Ref: on all correspondence)

Dear **Code A**

Thank you for your letter of 21 August and I note the contents. I would agree with you, wholeheartedly, that the loss of any medical records is a matter for serious concern, although I respect your wish that you would prefer to deal with only one body, namely Portsmouth & South East Hampshire Health Authority. I have therefore sent a copy of your letter and my response to my colleagues in the Health Authority in order that they may continue their investigation. Needless to say, if I can be of any further assistance I would be more than happy to help.

Yours sincerely,

**R Bishop**  
**Chief Executive**

c.c. **Code A** Assistant Complaints Manager, Portsmouth & SE Hampshire Health Authority,  
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