

Mr R Bishop
Chief Executive

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

Code A

PRIVATE AND CONFIDENTIAL

17 August, 1998

Code A

Our Ref: RB/SS/CA[Code A]1122/98
(Please quote Our Ref: on all correspondence)

Dear **Code A**

I refer to my letter of 22 July and I did, as promised, set out to investigate the issues surrounding medication prescribed for your late [Code A] as set out in your letter to the Chief Executive of the Portsmouth Health Authority. However, I am extremely sorry to have to tell you that, despite a thorough search by our Medical Records Department, [Code A] medical records have not been traced.

I have contacted the medical team responsible for your [Code A] care but unfortunately they are unable to remember back to early 1996 and, without the notes to refresh their memory, there is a grave danger that we could misinform you in our efforts to try to respond. I feel it is appropriate, therefore, for me to be open and honest with you and to explain why I am therefore unable to respond to you in the way that I would wish. However, our Medical Records Department will continue searching and if [Code A] records do come to light, I have asked that I be notified immediately and I will let you know if that happens.

Please accept my sincere apologies.

Yours sincerely,

R Bishop
Chief Executive

c.c. **Code A** Assistant Complaints Manager, Portsmouth & SE Hampshire Health Authority,
Finchdean House, Milton Road, Portsmouth, P03 6DP
s.c. **Code A** Administration Manager, OPD & Health Records, QAH

