

Mr R Bishop  
Chief Executive

Management Centre  
St Mary's Hospital  
Milton Road  
Portsmouth P03 6AD

**Code A**

**PRIVATE & CONFIDENTIAL**

24 September, 1998

Dr L J Cook  
Consultant Dermatologist  
St. Mary's Hospital

Our Ref: RB/KM/CA **Code A** 1221/98  
(Please quote Our Ref: on all correspondence)

Dear Dr Cook,

**COMPLAINT:**  
**Hospital No:**

**Code A**

I enclose a copy of a letter of complaint from the above named, which is self explanatory and would be grateful if you could let me have your comments. I am also referring this to **Code A**

As you may be aware, there is a national requirement for Trusts to respond to complainants within a limited time. I would, therefore, be grateful for your comments by **13 October, 1998** and very much appreciate your help in this matter.

If you would like to see a copy of the final response, prior to it being sent to the complainant, please let me know in your reply.

Yours sincerely

**R BISHOP**  
**Chief Executive**

c.c. Lin Kennett, General Manager, MS Directorate, Queen Alexandra Hospital