

Mr R Bishop
Chief Executive

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

Code A

PRIVATE & CONFIDENTIAL

4 August, 1998

Dr T G Farrell
Consultant Physician
Heart & Lung Unit
St. Mary's Hospital

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

Dear Dr Farrell,

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 understand that you have already been most helpful in offering a clinic appointment for this **Code A** to be seen, to try and resolve **Code A** immediate clinical problem. However, **Code A** is being seen by his General Practitioner for a wound haematoma and does not need to come back to clinic at the moment.

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 **20 August, 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. **Code A** General Manager, Medical Services Directorate, Health Records Library,
GAH