

**Ursula Ward M.Sc. MA**  
**Director of Nursing & Midwifery**

Complaints Department  
Education Centre  
St Mary's Hospital  
Milton  
Portsmouth PO3 6AD

[ TIME \@ "dd MMMM yyyy" ]

**Code A**

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Our ref. UW/CH **Code A** 1062/98 (Please quote our ref on all correspondence)

**Code A**

I have received a letter from The Health Service Ombudsman drawing my attention to the delay which occurred before Dr Spedding disclosed, to the then Trust Chief Executive, the loss of your **Code A** heart and tissue samples. I wish to apologise unreservedly for this delay occurring. New procedures are now in place which should prevent any recurrence of such a loss or reporting delay.

I am very sorry for the distress and stress that you have suffered.

Yours sincerely

**Ursula Ward M.Sc. MA**  
**Acting Chief Executive**