

Code A
To: Code A
Cc: Code A
Subject: Complaint; Code A deceased 1062/98
 Code A

This case was denied an Independent Review. It has been to the Ombudsman who responded to Code A saying that Dr Spedding had made adequate attempts to locate the missing heart and the Trust had subsequently introduced procedures to prevent any recurrence of the problem. The only point he agreed with Code A on was the delay in Dr Spedding disclosing the loss to the then Chief Executive. (Dr Spedding had been absent on leave during this period).

Code A wrote to Code A on 29/7/02 acknowledging this last point and apologising for the distress suffered.

A further letter from Code A was received in this office yesterday. I have discussed the circumstances with Code A who was originally involved in the case and who has dealt with Code A failed litigation case concerning his Code A treatment prior to death. I have also discussed details with Code A

I have drafted a response for Code A to sign. Considering the circumstances I think he might wish to see copies of the Ombudsman's response and Code A letter before signing it - and I am faxing these to you. A copy of Code A letter is attached, together with a recent e-mail response from Dr Spedding.

I think that, considering Code A preoccupation with his matters being taken less seriously than they should be, as demonstrated by the status of the persons dealing with his complaint (eg: complaining that Code A rather than Code A attended a previous meeting), that it is important that this final response letter is written in the first person and signed by Code A

Please get back to me if you require any further information.

Code A
 Complaints Officer
 x2422
 21/8/02



Ferrett GE's final resp
letter...



Ferrett Apology letter
290702....



Ferrett resp Dr
Spedding 20080...