

**Mr R Bishop**  
**Chief Executive**

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

**Code A**

**PRIVATE & CONFIDENTIAL**

12 January 1999

Dr R M Young  
 Head of Pathology  
 QAH

Our ref: RB/SS/NLW/**Code A**1062/98  
 (Please quote our ref on all correspondence)

Dear Russell

**RE: COMPLAINT - **Code A****  
**deceased**

I have received the enclosed letter from **Code A** the Trust Convenor on this case, who you will see has, in conjunction with the Lay-Chairman appointed by the Regional Office, come to the conclusion that **Code A** **Code A** request for an Independent Review Panel should be turned down. However, **Code A** has made three recommendations which we as a Trust should try and address as far as possible.

Recommendation 2 refers to the difficulties experienced by the **Code A** when they brought **code A** to A&E as requested by the Laboratory for **code A** to be checked because **code A** Phenytoin levels high. I think it would be helpful if you, **Code A** and I got together to discuss this issue and how we can better ensure that such patients are dealt with by someone who has the necessary knowledge to deal with the situation. I will make arrangements for a date to be organised as soon as possible.

With regard to recommendation 1, I would be grateful if you could write to all GPs, using this case as an example if you wish, anonymised of course, to reinforce the importance of clarity on test request forms, particularly making a distinction between Phenytoin and Phenobarbitone. I would be grateful if you could also reinforce with your staff the need to check where appropriate if the request is not clear.

As far as recommendation 3 is concerned, you have identified shortcomings in the procedure and plans for a new recording system in the Mortuary and laboratory when you are able to increase the staff complement within the laboratory. Could you let me know if there has been any progress in this respect.

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12 January 1999

Thank you for your help in this matter.

Yours sincerely

**MR R BISHOP**  
**CHIEF EXECUTIVE**

**enc.**