## Portsmouth Hospitals MHS

Dr Peter Howlett Acting Chief Executive

### Code A

#### PRIVATE AND CONFIDENTIAL

Mr C J Cahill Consultant in Accident & Emergency Medicine Q.A.H.

# Code A

Dear Chris,

#### 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. Following a similar case in 1997/8 Code A there were alterations made to try and clarify the documentation, for example, all entries having to be timed, doctors names to be clearly noted, comments about the number of statements taken, etc. Can I take this opportunity to ask whether these things are still in practice?

As you may be aware, there is a national requirement for Trusts to respond to complainants within a limited time and I would, therefore, be grateful for your comments by the **5<sup>th</sup> January 2001**, 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.

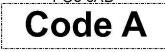
Yours sincerely

Dr P Howlett Acting Chief Executive

Please note:-



NHS Trust Complaints Dept Education Centre St Mary's Hospital Milton Road Portsmouth PO3 6AD



15<sup>th</sup> December, 2000

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