

# Portsmouth Hospitals

Dr Peter Howlett  
Acting Chief Executive

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

PO3 6AD

**Code A**

**Code A**

**PRIVATE AND CONFIDENTIAL**

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

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:-**

**Code A**