

## Message

**From:** Ward, Ursula; **Code A**

**Sent:** 31/12/2003 14:32:14

**To:** **Code A**

**CC:** Zaki, Graeme; **Code A**

**Subject:** RE: October Reported incidents

agree with **Code A** Sheena needs to be copied in in this correspondence

Ursula Ward  
Director of Clinical Services

Ext. **Code A**

Email **Code A**

-----Original Message-----

**From:** **Code A**

**Sent:** 31 December 2003 12:38

**To:** **Code A**

**Cc:** Ward, Ursula; Zaki, Graeme; **Code A**

**Subject:** RE: October Reported incidents

Dear **Code A**

I guess you have little option, but to produce the report with a warning that alot of the incidents are not recorded, I appreciate your problem, but it is extremely difficult for the divisions to manage risk without knowing what the incidents are and if certain areas have very high levels of incidents, which as a division we would like to manage proactively and in a timely manner

I will cc Ursula and Graham Zaki so they are aware of the difficulties

I appreciate you raising your concerns

Regards

**Code A**

**Code A**