

**Beverly Carter - OP-Service Manager**

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**From:** Ann Turner - Complaints & Litigation Manager [c=gb;a=nhs;p=nhs s and w hn;o=nhs portsmouth and se hants ha;s=Turner;g=Ann;]  
**Sent:** 21 June 2002 11:38  
**To:** Carter Beverly (RN4) Portsmouth Healthcare  
**Cc:** Karen Connolly - Assistant Complaints Manager; Fiona Cameron - Operational Director  
**Subject:** Request for access to medical records

I am currently dealing with a complaint at independent review stage. I sought the complainant's consent for the panel to access her late mother's medical records (about whom the complaint has been made). The complainant has returned the consent form but has enclosed a letter saying that she would like to see the medical records herself. Fiona Cameron has suggested I forward this request on to you for you to do whatever is necessary. The difficulty is that I currently have the medical record and will need it in the short term in order that clinical advice can be sought to inform the independent review process.

I have acknowledged the complainant's request and advised that there will be a delay in processing her request. I have attached my letter for your information. As soon as clinical advice has been obtained I will return the records to you for processing the request. Is this OK?

Deceased patient is  number



RS213298.doc

***Ann Turner***  
***Complaints Manager***  
***01329 229408***

***E-mail:***

Direct Line: **Code A**  
E-mail: **Code A**

Friday, 21 June 2002

Ref: Comp/014/2002

**Code A**

Dear **Code A**

Many thanks for returning the signed consent for access to your late mother's medical records. I note your request to see the medical records yourself and have forwarded this to the Medical Records manager where it will be dealt with in accordance with the Access to Health Records Act.

Unfortunately, there will be a delay in processing your request to see the health records, as they will be required in the short term to obtain clinical advice in respect of your request for an independent review.

The Convener has now returned from holiday and will be writing to you shortly.

Yours sincerely

Ann Turner  
Complaints Manager

**Code A**

Ref: JP/js

11 September 2002

Dear **Code A**

Re: Access to Health Records - The late

**Code A**

Please find enclosed health records you requested for your late mother.

If I can be of any further assistance please contact me.

Yours sincerely

Jan Peach  
Service Manager Community Hospitals F/G Division

Enc...

# Fareham and Gosport **NHS** Primary Care Trust

Community Health Services  
Gosport War Memorial Hospital  
Bury Road  
Gosport  
Hampshire  
PO12 3PW

Tel 02392 524611  
Fax 02392 511376

From: Denise Shenton  
Medical Records and Outpatients Supervisor

Date: 22/8/02

To: Dr. Lord

Re: **Code A** (DECEASED)

In response to the attached application from Deceased relative

please could I have your written permission to forward copies of the above patients notes to the applicant.

Many thanks

**Code A**

Denise Shenton  
Medical Records Supervisor

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TO BE COMPLETED BY CONSULTANT

Approval given  YES /  NO

Signature **Code A**

Date 22/8/02

Comments if applicable:

Fareham and Gosport **NHS**  
Primary Care Trust

Community Health Services  
Gosport War Memorial Hospital  
Bury Road  
Gosport  
Hampshire  
PO12 3PW

Tel 02392 524611  
Fax 02392 511376

Urgent

From: Denise Shenton  
Medical Records and Outpatients Supervisor

Date: 23/8/02

To: Dr. M Bacon

Re: **Code A** (DECEASED)

In response to the ~~attached~~ application from Mrs. **Code A** daughter

please could I have your written permission to forward copies of the above patients notes to the applicant.

Many thanks

**Code A**

pp

Denise Shenton  
Medical Records Supervisor

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TO BE COMPLETED BY CONSULTANT

Approval given YES NO

Signature **Code A**

Date 29/8/02

Comments if applicable:

28 AUG 2002

Fareham and Gosport **NHS**  
Primary Care Trust

Community Health Services  
Gosport War Memorial Hospital  
Bury Road  
Gosport  
Hampshire  
PO12 3PW

Tel 02392 524611  
Fax 02392 511376

Urgent Please

From: Denise Shenton  
Medical Records and Outpatients Supervisor

Date: 23/8/02

To: Dr Reid

Re: **Code A** (Deceased)

In response to the attached application from Mrs **Code A** daughter

please could I have your written permission to forward copies of the above patients notes to the applicant.

Many thanks

**Code A**

pp Denise Shenton  
Medical Records Supervisor

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TO BE COMPLETED BY CONSULTANT

Approval given YES / NO

Signature **Code A**

Date 28.8.02

Comments if applicable: