

B/F 29/1

24th January 2003

Code A

Dear **Code A**

I am writing further to our telephone conversation on Wednesday morning. As discussed, I have requested your late **Code A** medical records from the records office. On receipt I will seek advice on who would be the most appropriate person to go through the records with you to assist in deciphering them and understanding the terminology used.

I am also trying to find out more information in respect of the incident form you refer to. I will contact you again shortly.

Yours sincerely

Ann Turner
Complaints Manager