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24th January 2003

Mrs B Gilbert

Code A

Dear Mrs Gilbert

I am writing further to our telephone conversation on Wednesday morning. As discussed, I have requested your late aunt's 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

Code A

Ann Turner Complaints Manager