

**Code A**Tel: **Code A**Email: **Code A**

Date: Wednesday, 21 March 2007

Dear Ursula

Thank you so very much for seeing Tom and me today at QA Hospital.

It helped me enormously to feel that you and Gail will do your utmost to ensure the treatment poor Jim received whilst an inpatient will not happen to other poor souls.

Tom is a wonderful man and will never upset any of your staff when he visits hospitals. I will try not to upset anyone. I do get very angry though when I see something going wrong.

I will contact the Commission tomorrow to let them know the matter is now resolved satisfactorily.

Please thank Gail and Lesley for their time and input.

Heather (Jim's daughter) is as happy as she can be, and is looking forward to your letter.

Thank you all again for your time, and I hope to see you again some time.

Yours very sincerely

Paule Ripley