

Portsmouth Hospitals **NHS**  
NHS Trust

Complaints Department  
Education Centre  
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Portsmouth  
P03 6AD

14 March 2007

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**Code A**

**PRIVATE AND CONFIDENTIAL**

Mrs P Ripley

**Code A**

Our Ref: UW/CA/Ripley/832/06  
(Please quote Our Ref on all correspondence)

Dear Mrs Ripley

Further to our recent telephone conversation, I am pleased to confirm your meeting on Wednesday 21<sup>st</sup> March at 3.00 pm in De la Court House at Queen Alexandra Hospital. As we discussed, the Chief Executive was extremely sorry to read that you continue to have serious concerns about the care and treatment your late husband received and she would like the opportunity to consider and address those concerns with you. I understand that you will be accompanied by Mr Tom Smith.

Also attending the meeting with Ursula Ward will be Gail Byrne, Director of Clinical Services, Nursing and Midwifery and myself.

As promised, I have arranged for you to be collected by taxi at a time appropriate to ensure that you arrive at De la Court by 3.00 pm, where I will meet you, and the taxi will return to collect you at 4.30pm.

I look forward to meeting you.

Yours sincerely

**Code A**

Carole Attwater  
Complaints Manager