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9 February 2007

PRIVATE AND CONFIDENTIAL

Mrs P Ripley

Code A

Our Ref: UW/LM/Ripley/832/06/G102024
(Please quote Our Ref on all correspondence)

Dear Paule

Thank you for taking the time to come into Queen Alexandra Hospital on 6 February, it was a pleasure to meet you and I hope it did resolve some of the issues you had raised.

As promised, I enclose a transcript of the notes taken at the meeting, which has been reviewed by all staff in attendance. I would be grateful if you could read through them and make any amendments or comments you wish. Once you have done so, please return the amended version to me: enclosed is a pre-paid envelope for your convenience. I will then ensure that you receive a final copy of the amended notes to retain. If of course you have no comments to make, please just drop me a line, using the enclosed envelope, to confirm this.

If you still remain dissatisfied, you have the right to request that the Healthcare Commission review your case. This should be done within six months of receipt of this letter. The Healthcare Commission is an independent body established to promote improvements in healthcare through the assessment of the performance of those who provide services. The Healthcare Commission may be contacted by telephone on 020 7448 9200 in writing at: Healthcare Commission, Complaints Team, Peter House, Oxford Street, Manchester M1 5AN or by visiting their website at www.healthcarecommission.org.uk

Kindest regards

Lesley Manger
Complaints Officer

Enc: Transcript of meeting notes
Pre-paid envelope

Cc: Mrs H Wilson, **Code A**