

Portsmouth Hospitals **NHS**
NHS Trust

Complaints Department
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19 January 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 Mrs Ripley

Further to our telephone conversation, I am pleased to confirm that a meeting has been arranged to discuss your outstanding concerns.

The meeting has been arranged as follows:

Date: Tuesday 6 February 2007
Time: 10.00 am
Venue: Room 8, The QUAD Centre, Queen Alexandra Hospital.

Unfortunately, due to the clinical commitments of the staff attending the meeting I have only been able to arrange the meeting for one hour. However, I have advised all staff that the 'checklist' will be used as an agenda for the meeting and hopefully this will enable the meeting to run smoothly and effectively.

As discussed, I am pleased to inform you that I have been able to arrange a hospital taxi for you. The taxi has been booked to arrive at your address at 8.45am and a return taxi has also been arranged.

I have enclosed a stamped addressed envelope and would be grateful if you would confirm your attendance and also advise me of the name of your friend who will be accompanying you.

Yours sincerely

Code A

Lesley Manger
Complaints Officer