

Code A

From: **Code A**
 Sent: 21 April 2004 16:28
 To: **Code A**
 Subject: RE: Gosport War Memorial Hospital

Owen,

There are issues which concern each client dependent on what Category they fall into and also those which are specific to certain individuals.

General Issues

Category 1

- Are these cases finished with?
- Can clients do anything if they are not happy with the result?

Specific queries from Cat 1 clients

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- Is not happy with her category, the summary was inaccurate, she was under the impression that the experts had not seen a copy of her 'account', although she has now been told by Steve Watts that they will have. He has also told her that there is nothing further they can do as it is the hospitals word against her - is this correct? is her case not being taken any further?

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- Not happy with her decision, summary inaccurate - are you doing anything further with her case

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- Does not agree with the decision and wants to know what action will be taken next in relation to her case

Category 2

- Every Category 2 client that I have spoken too has not heard from you since the letter was sent in February, generally they want to know what is happening with these cases and what the next steps will be

Specific queries re Cat 2 clients

McKenzie

- In relation to the Hasler file, was it seen by the experts? and if so, when?

Category 3

- I am aware that you are currently in the process of obtaining statements from these clients

Specific queries re Cat 3 clients

Farthing/Ward

Both category 3 clients but they have not heard from you since the letter was sent, when will you be taking their statements?

Any queries regarding the above, please let me know.

Many thanks

Lisa

-----Original Message-----

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