

PT COMPLAINTS

12 OCT 1998

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Lieutenant Commander Farthing

MM/dh

Code A

06 October 1998

4306

Dear Lieutenant Commander Farthing

I am writing to acknowledge receipt of your letter of the 2nd October, in which you express serious concerns about several aspects of the care your late stepfather received at Gosport War Memorial Hospital, and the difficulties you experienced in registering his death. Please accept my condolences on your loss and my sincere apologies that your distress at this time should have been compounded in this way.

I have immediately put in hand a thorough investigation of those aspects for which this Trust is responsible. The investigating officer will be in contact with you as soon as possible. I will write to you again when the investigation is concluded, which should be within twenty working days. The enclosed leaflets explain how the formal complaints process works.

Thank you for writing to me so promptly.

Yours sincerely

Max Millett
Chief Executive

Enc. c Sue Rigley
✓ Bill Hooper

PS. 8/10/98
LC Farthing has my & asked for the
last part of of his file note 25-26 Sept
ie. "Outside the time limit for registration of the death"
to be moved down to next para - 28th Sept.
Does not make sense