



✓  
YOM  
9.50 am  
24.12

**FAX**

Please telephone 01705-894378 if any page is missing or indistinct

To Elderly Care

Date 23-12-98

For the Attention Of: Dr Reed

Fax No: 200381

From Rosley Humphrey

Pages (include this sheet) 1

This facsimile is intended only for the individual or entity to whom it is addressed. If you have received it in error, please destroy the original and telephone 01705-894352 immediately.

**Code A**

Thanks for your fax - your statement looks ideal - I'll ask our solicitors to look at it before forwarding to the police.

With regard to your two comments, I fully agree that these issues need resolving and I will work with Nicky, Bill and Barbara to sort things out.

Thank you for your help - sorry for the added stress all this has caused.  
Kind regards.

**Code A**

**Lesley Humphrey-Quality Manage**

---

**To:** Bill Hooper General Manager; Barbara Robinson-Service Mgr  
**Cc:** Nicky Pendleton-General Mgr  
**Subject:** Mrs Richards/Dr Lord fax

I presume you have all got Althea's fax. With regard to the statement for the police I'll get our solicitors to cast an eye over it before forwarding to police with a covering letter from Max (looks excellent to me) and I've told Althea this.

Althea's comments/concerns seem perfectly reasonable to me. We need to make sure we confirm to her the actions taken re: memo about transfers to A&E and we need to review how complaints are handled.

Complaints are further complicated cos. Code A handles gosport whilst I handle QAH, but it shouldn't be difficult to agree a system. We had to make similar arrangements re. EMH/AMH etc.

Lesley

Lesley

Hand-delivered by Code A as

he couldn't get fax to work (he  
did have right number)

He says he's now being complained  
about!!

Code A

