

Ursula Ward
 Chief Executive
 Portsmouth Hospitals NHS Trust
 Queen Alexandra Hospital
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George Baylis
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Dear Ms Ward

I am writing following a recent database reporting exercise, prompted by Advocates supporting clients in the Portsmouth area raising concerns that there was a significant trend emerging in regard to the type of complaints at Queen Alexandra Hospital.

We have produced a report detailing the types of complaints within the Trust. This shows that complaints in regard to Queen Alexandra Hospital have doubled last year from the previous year, are continuing to rise and that the majority of these complaints are in relation to vulnerable patients particularly the elderly. Although many words are used by complainants in describing their concerns, the common theme is 'neglect' and 'disregard for the patients individual needs'.

After discussion with my senior managers it is felt that whilst you and your members of staff might be currently addressing these issues, it is our responsibility to bring this information to your attention. We would like to arrange a meeting with you to further discuss this trend in complaints and also discuss if there is any specific additional support that we might able to offer that could benefit your patient and customer services team.

I look forward to hearing from you.

Yours sincerely,

George Baylis
 ICAS Team Manager

CC Barrie Howard, ICAS Operations Manager SE
 Philippa Thomson, ICAS Project Director
 ?? Chair Trust Board