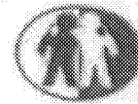


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Caring for people with bleeding disorders

THE
HAEMOPHILIA
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August 13, 2007

Dear **GRO-D**

I am writing to you because the Haemophilia Society has been approached by one of our members, Mark Ward of **GRO-C**, about problems he has been experiencing in relation to his care at the Royal Free.

Mr Ward's complaint centers around the way he was informed of a change in his hepatitis C status. He was only informed of his hepatitis C had become indetectable on the 28th of March 2007 by his gastrologer Dr Slepak despite his notes saying that he cleared it naturally in 2005. Between these two dates Mr Ward has faced a number of difficulties that could have been avoided or mitigated had he know of his changed circumstance. For example he had seen a liver specialist who suggested that he start treatment for hepatitis C and in consultations about his hepatitis a liver transplant had been discussed. During the same period Mr Ward also obtained a visa to enter the USA on which he unknowingly incorrectly stated that he had hepatitis C and for the same trip he incurred an additional premium on his travel insurance to cover an infection he was no longer suffering from. We would be very grateful if you could investigate how this situation was allowed to develop.

I know you will understand why we are talking up this case with you and I look forward to receiving your reply in due course.

Meanwhile, with best wishes,

Yours sincerely,

GRO-C

Chris James
Chief Executive