

GRO-A

Ref:

GRO-A

23 May 2003

GRO-A

Dear Mr

GRO-A

On behalf of the Chief Executive I acknowledge your complaint received 23 May 2003.

The issues you raise will be investigated and the Chief Executive will respond to you when this is complete. I would also wish to reassure you that there will be absolutely no recrimination against any member of medical staff as a result of your letter. If in the interim, I can be of any further assistance, please do not hesitate to contact this department on 0800 137736.

I have pleasure in enclosing our information leaflet on the complaints procedure which I trust you will find helpful.

Yours sincerely

MRS P E M WEBB / MRS C LEE
PATIENT LIAISON MANAGER

GRO-A

THE ROYAL HOSPITALS TRUST
PATIENT LIAISON OFFICE

MEMORANDUM

TO: TRACEY KENNEDY
JUNE CHAMPION

FROM: PATIENT LIAISON
MANAGER

REF: GRO-A

DATE: 23 May 2003

GRO-A - ?

I enclose for your attention a complaint received 23 May 2003 regarding the above named.

A full investigation into all issues raised should be conducted within the Directorate and a complete response forwarded to this office **IN DRAFT FORMAT**. Any supporting documentation or reports should also be copied to us for information. Please be mindful that if the complaint proceeds to Independent Review, this information will be forwarded immediately to the Panel.

Please quality check your draft response to ensure that it:

- addresses all of the issues which have been raised.
- avoids the use of jargon.
- details the action that has been taken.
- offers an apology if one is called for.
- indicates further options which are available, if the complainant remains dissatisfied, eg offer of a meeting.

The NHS Complaints Procedure implies a strict time limit on the processing of complaints, therefore I request this response **by 11 June 2003**. **If your completed draft is not available by this date, you must contact us detailing the reason for the delay, as we must then inform the complainant of the reason for the delay.** I appreciate your help in resolving this complaint.

Thank you.

P E M WEBB / C LEE
PATIENT LIAISON MANAGER

Enc

GRO-A

Cc DR I SAUNDERS, V JACKSON – FOR INFO ONLY

Our Ref: **GRO-A**

June 2003

GRO-A

Thank you for your recent letter dated 22 May 2003 regarding delays to your dental treatment.

We recognise that you have been a patient of this hospital over many years, for treatment of your haemophilia and that you have received dental care through the School of Dentistry. There has been some disruption to this dental service in recent months, because of uncertainty in relation to a putative risk associated with CJD. Some patients have a hypothetical, but as yet, unquantified risk from CJD, as a consequence of treatment with so called “implicated” batches of blood products.

As a consequence the Royal Hospitals had to review its decontamination procedures for instruments. We initially modified these arrangements so that greater reliance was placed on the use of disposable instruments. This caused some delay while such instrumentation was sourced. Since then we have been able to obtain guidance from the Department of Health and Social Services. We have acted on this advice and there should be no further delays with respect to treatment.

I hope you would appreciate that we are working to ensure that your treatment and that of other patients is as safe as possible. I regret any inconvenience this may have caused you.

Mr. Russell, your treating Consultant, has been provided with the necessary equipment to be able to treat his patients. He is now planning additional sessions which should help to expedite matters and you should be receiving an appointment in late June.

If we can be of any further assistance, please do not hesitate to contact the Patient Liaison Office on 0800 137736.

GRO-A

**W S MCKEE
CHIEF EXECUTIVE**

Ref: **GRO-A**

November 2004

GRO-A

Thank you for contacting the Trust Helpline regarding communications with this hospital. The advice with regard to giving out email addresses is to “proceed with care”. Email addresses can be shared hence leading to unsolicited email (spam). Email addresses should only be given out to those who are known to the receiver.

With regard to the giving of employee’s names to patients over the phone, there is no written policy. However, staff are encouraged to introduce themselves and must wear an Identification Badge at all times. I am sorry if you encountered a difficulty in obtaining the name of an employee; however, it is an individual choice.

If we can be of any further assistance, please do not hesitate to contact the Patient Liaison Office on 0800 137736.

**W S MCKEE
CHIEF EXECUTIVE**

GRO-A