

PALS

Southwark CHC

King's College Hospital



NHS Trust

1 May, 2001

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Mr. Wayne Edgson
Chief Officer
Lambeth Community Health Council
2 Cleaver Street
London SE11 3DP

Mr. Malcolm Alexander
Chief Officer
Southwark Community Health Council
75 Denmark Hill
London SE5 8RS

Dear Wayne and Malcolm,

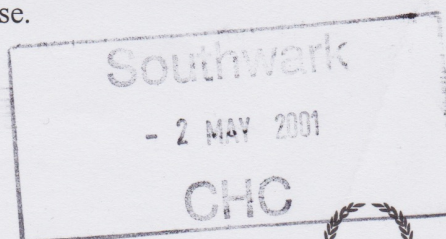
Thank you for your letter of 25 April, raising a number of concerns about both the Trust's PALS bid and complaints handling.

I have to say that I find the tone of your letter regarding the PALS bid surprising, given that these issues have already been discussed. I also note that you have not provided any comments on the content of the bid, despite having been offered the opportunity of so doing, and would be interested to receive these. Clearly, the prime focus of the Trust in seeking to implement PALS is to improve services to patients, and the Trust would very much welcome your input into this process.

You also state in your letter that there is a great deal of concern about the poor performance of King's complaints work over the past year. This is a very serious statement, and I would therefore ask you to provide evidence to substantiate this claim. I am aware of a small number of complex complaints where there have been delays in responding (one of which was the subject of correspondence between us recently). However, King's overall complaints performance over the year has been very close to the Health Authority target performance and certainly compares favourably with all other Trusts in the LSLHA area, as well as with other similar teaching hospitals. You should have details of comparative performance from LSLHA's quarterly report, which was contained in papers for the Trust Board Complaints group, attended by Jane Robinson last week.

We welcome the audit of complaints handling you have requested and look forward to receiving details of the outcome in due course.

Reph



Before arranging a meeting with you, I would be pleased to receive the further information I have requested. I have to say that I am a little disappointed that you have not sought to raise these issues with me informally in the first instance, rather than enter into correspondence.

I look forward to hearing from you.

Yours sincerely,

A handwritten signature in dark ink, consisting of a stylized 'R' followed by a long, sweeping horizontal line that curves upwards at the end.

Ron De Witt
Chief Executive

cc: Martin Roberts, Lambeth Southwark & Lewisham Health Authority
Deborah Richards, Lewisham CHC