



South East London

Private & Confidential

Pramila M Patel

Patient Experience Team
NHS South East London
Bexley Business Support Unit
221 Erith Road
Bexleyheath
DA7 6HZ
Email: annie.gardner@nhs.net
Website: www.selondonsector.nhs.uk
Telephone: 020 8298 6206

28th September 2012

Dear Pramila Patel

Re: Internal review, FOI – 770,771,773,774 and 775

Thank you for your recent communications regarding Freedom of Information requests, references as noted above. I was very sorry to learn that you are unhappy with the information previously provided and note that you have requested an internal review of Bexley Care Trust's handling of your requests.

I am writing today to advise that your concerns have now been passed to me in order that an investigation can be undertaken of the information that you requested and standard of our responses.

We aim to respond to all complaint within 25 working days. However, in some cases we do need additional time, but in the event of an extension being necessary we will contact you to explain and advise you of the progress of our enquiries.

In the meantime please accept my assurance that the issues you have raised will be carefully investigated and our findings shared with you when completed.

If you would like to discuss with the Patient Experience Team the way in which your complaint will be managed please do not hesitate to contact us on 020 8 298 6206.

Yours sincerely



Annie Gardner
Head of Patient Experience & Complaints

NHS South East London
Bexley Business Support Unit

A partnership of Primary Care Trusts in Bromley, Greenwich, Lambeth, Lewisham, Southwark and Bexley Care Trust

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