

Press Statement

7 February 2008

re. Mrs Barbara Harvey

Francesca Thompson, director of nursing at the RUH says: "The trust is currently investigating Mrs Harvey's complaint and a full response will be given on completion of the investigation. We will be happy to discuss any remaining concerns that Mrs Harvey and her family may have once they have had time to examine our response.

"We are always keen to hear of any concerns from patients and relatives and encourage them to directly raise them with ward staff as we are often in a stronger position then to help them more immediately. Alternatively they can contact the Patient Advice and Liaison Manager who is available to listen and advise patients and may be able to also address their concerns at the time."

Ends

Issued by communications office
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