

Mr Michael Jones



Complaints and Legal Services
2nd Floor, Tabard House
Guy's Hospital
Great Maze Pond
London SE1 9RT

Tel: 020 7188 3514

3 September 2013

Reference N5446/JACGRA

Dear Mr Jones

I am writing further to your letter dated 23 July 2013

Your concerns have been reviewed and our response of 3 June 2013 has been taken into account. From this review I am sorry to say that we are unable to respond any further.

The Trust has investigated your concerns in-depth. We do not have access to scans taken at other hospitals and are therefore not able to provide comment on scans taken on 6 March 2013 at the national Hospital for Neurology and Neurosurgery, UCLH NHS Trust, which you refer to in your letter. We retain our original position that there is nothing abnormal to report on the MRI scans undertaken at Guy's and St Thomas' Hospital. Therefore we have come to the end of the 'local resolution' stage of the complaints procedure.

If you remain unhappy then the final stage of the complaints procedure is to approach the Parliamentary and Health Service Ombudsman for an independent review. The contact details are:

The Parliamentary and Health Service Ombudsman
Millbank Tower
Millbank
London, SW1P 4QP.
Tel: 0345 015 4033

Yours sincerely

A handwritten signature in black ink, appearing to be 'Sir Ron Kerr'.

Sir Ron Kerr
Chief Executive