



SCOTTISH EXECUTIVE

Health Department
Directorate of Strategy & Performance
Management

Dear Colleague

REPORT OF THE HEALTH SERVICE COMMISSIONER ON INVESTIGATIONS COMPLETED APRIL – SEPTEMBER 1999

Summary

1. This letter covers the report of the Health Service Commissioner's investigations completed during the period April to September 1999. Although the report does not cover Scotland, the report should still be distributed widely for information and used by all Health Boards and NHS Trusts to review performance and take remedial action as required.

Action

2. Enclosed are:
 - 2.1 the Health Service Commissioner's first report for session 1999/2000; containing a selection of 15 completed investigations in full and other investigations presented in summary form.
 - 2.2 A separate leaflet detailing themes.
 - 2.3 A short questionnaire.
3. Board General Managers and Trust Chief Executives are asked to:
 - 3.1 circulate the report as widely as possible: particularly drawing it to the attention of staff involved in administering the Complaints procedure;
 - 3.2 complete and return the questionnaire to the Commissioner's Office.
4. The Annex brings to your attention issues which the Commissioner thought of particular importance.

Addresses

For action:

Health Board General Managers
NHS Trust Chief Executives
Mental Welfare Commission

For information:

(Epitomes Only)
Scottish Association of Health
Councils
Health Council Chief Officers
Special Health Board General
Managers

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5. Please note that the Health Service Commissioner's Reports are available on www.ombudsman.org.uk.

Yours sincerely

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