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14 April 2010

Miss M Brown
46 Mehdi Road
Oldbury
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Dear Miss Brown

Thank you for your recent complaint letter received at the surgery on 09 April 2010, which has been sent to us via Sandwell Primary Care Trust.

In response to your feeling that you had not been referred for counselling after you asked me for a referral.

I saw you on the 11 August 2009 without the benefit of Dr Cobb's letter regarding your last consultation with her. She had written this on 5 August (typed on 9 September) and it arrived after 11 August.

During that consultation you told me that Dr Cobb was treating your problem as Irritable Bowel Syndrome and that there had been no abnormality found on your barium swallow.

During that consultation I made no note with reference to psychiatric or psychological referral and so cannot comment on your statement that you asked me to do so.

It is my usual practice to await the letter from a specialist before taking further action. As I have said I was not in possession of this.

There may also be the fact that you informed me of your previous history of ovarian problems and I arranged a scan for you. This could also have sidetracked me during the consultation.

When we received Dr Cobb's letter she stated that whilst you were resistant to a psychological approach to your problem she had asked you to come and see me about it. Under these circumstances it is my usual practice to mark the letter for scanning and await your coming to see me again.

You had your pelvic scan on 03.09.09 which showed an ovarian cyst, had a sickness certificate from Dr Saini on 04.09.09 and were admitted to Russells Hall Hospital on 05.09.09. These events all occurred before Dr Cobb's letter was typed and sent.

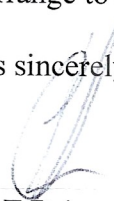
You subsequently left our list at the end of September.

We do not have the benefit of your paper records and so I am unsure of the exact date that we received Dr Cobb's letter as this is not clear on the scanned documents.

In any event there would have been little opportunity to see you with the benefit of Dr Cobb's letter and to refer you as you had left the list.

I do hope you find this reply satisfactory. However, if you are still unhappy then we can arrange to discuss this further.

Yours sincerely



Dr C F Prime
General Practitioner