



National Health Service in Scotland
Management Executive

St. Andrew's House
Edinburgh EH1 3DG

Dear Colleague

**HEALTH SERVICE COMMISSIONER REPORT:
APRIL - SEPTEMBER 1994**

Summary

1. The enclosed 6 monthly report by the Health Service Commissioner gives detailed accounts of a selection of cases reported on by him during the period. The shorter summary versions (epitomes) also enclosed are suitable for wide distribution among staff. The report highlights various shortcomings in the provision of health care and enables lessons to be learned by the Service.

Action

2. General Managers and Chief Executives are asked to distribute the epitomes widely within their organisations and to encourage reviews of procedures where necessary.

3. MEL(1994)91 asked for a note of action taken on reports by the Commissioner. The replies received are being studied and first impressions are of a constructive response to the reports. I would be pleased to hear of any further procedural changes effected in the light of this latest report.

4. All Health Boards and NHS Trusts should continue to ensure that complainants are aware of the role of the Health Service Commissioner and of his new address in Scotland - 1 Atholl Place, Edinburgh EH3 8HP; Telephone 0131-225 7465.

Yours sincerely

DAVID R STEEL
Director of Corporate Affairs

30 January 1995

Addressees

For Action:
General Managers,
Health Boards

Chief Executives,
NHS Trusts

General Manager,
State Hospital

General Manager,
Common Services Agency

For Information:
(Epitomes only)

Chief Officers/
Secretaries of Local
Health Councils

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