

Redacted version of email to [Terry Fibbalot] from Robin Lovelock on 13 October 2015.

To: [Terry Fibbalot], Patient Advice & Liaison Service, Berkshire Healthcare NHS Foundation Trust

cc: [**] , Patient Relations Co-ordinator, Royal Berkshire Hospital

cc: Robin Lovelock's next of kin: Wife June Lovelock, and daughters Samantha, Saskia and Michelle.

From: Robin Lovelock, Born 25 May 1947 - the Patient. Ref: FFREQ1. Date: 13 Oct 2015.

Dear [Terry],

This relates to my request for:

> 1) [Vollney's] notes after his meetings with me in Bluebell Ward, at my home, then on 30th September in Maidenhead.

> 2) [Dr Cosenza's] notes regarding myself, including this "final discharge" meeting on 30th September.

Many Thanks for your attempts to find out how to get these medical records, and the DOC request form.

It will be good if you can forward this to the right person - if anyone can find out.

Perhaps you can at least check that you can open my attached PDF files.

I prefer emailed delivery of records, since it makes it easier to distribute copies to my next of kin above.

I would also imagine it will be easier and therefore quicker, for whoever does this, when someone finds out.

Maybe [**], who replaced [Anne], now retired ?

Let me please repeat that this is simply the request for the urgent documents.

Others can be requested by me at a future date, if this must be done with the form being used now.

They have already been requested in my written letters and emails.

I have filled it in as best I can as FFREQ1.PDF, and also attach, as images, my signature, birth certificate, and passport.

I also attach an important document dated 5th August as NHSFF6.PDF - my first written request to [Volney].

QUOTE

[Volney]: please pass copies of this letter to whoever appropriate.

As you know from today's meeting, I would like copies of your notes, made after our first meeting in Bluebell Ward, and what is now four home visits, each lasting about an hour.

Please include all internal and external communications relating to my case.

My wife June and I very much appreciate your excellent support,

both from your Maidenhead office and the home visits... etc

UNQUOTE

In the "final discharge meeting" on 30th September, both my wife and I remember repeating that we required early provision of all [Volney's] and [Dr Cosenza's] Reports and notes, up to and including that meeting.

We all agreed this would not be more than a few A4 pages, but they seemed uncertain who would action the request.

Many Thanks again for your help.

Robin

Robin Lovelock

DoB 25 May 1947

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