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July 28, 2008

Ref 3812/57265

Today when I attended my doctor's surgery for a routine prescription review, the locum showed me a letter from your department which claimed I had not turned up for my last appointment. This is not the case. What actually happened was as follows.

On July 9, I arrived for my appointment half an hour early and was asked to wait in the corridor. I waited outside cubicle one, I believe. The physiotherapist who was booked to see me was in cubicle three. I made the mistake of assuming this was a common waiting area and that my name would be called in due course. As other people were waiting there, and one woman was called by name, this was a reasonable assumption. I know too that hospital departments cannot run like a train timetable, so sat there patiently until I was asked what time my appointment was for. By this time I was half an hour overdue.

I don't recall the name of the young woman whom I was supposed to see but she told me that she couldn't see me that day as she was now fully booked, but said she could re-book me for tomorrow. I found her attitude rather patronising, I was also not pleased at having paid £4 in fares and wasted the best part of the day. so I left rather curtly telling her "Thanks for nothing."

My arm is still giving me considerable trouble but I have learned to live with it, and unless it worsens I will continue in this fashion.

I would be grateful if you could correct your records so they reflect what actually happened, rather than the fantasy my GP has been fed.

Yours Sincerely,
A Baron

cc Dr Morant