

30 JUL 2007

Veronica Brinton  
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UCLH PPI FT Forum  
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25<sup>th</sup> July 2007

Steve Lowden – Chief Executive  
Commission for Patient and Public  
Involvement in Health  
National Centre  
7<sup>th</sup> Floor  
120 Edmund Street  
Birmingham  
B3 2ES

Dear Steve

I am very concerned that nobody from CPPIH has either the experience of professional integrity to have thought it necessary to inform neither the UCLH Forum nor the Camden PCT Forum of the changes to our FSO.

Of course Vicky Lane told us all immediately she handed in her notice of her impending departure. She has been the only person since our Forum came into being in December 2003 to work hard, efficiently and sensitively on our behalf, and for us, in the true spirit of 'support'.

However, I would expect somebody from CPPIH to have sent an email at the very least to us, informing us of the changes. Apparently we now only merit a temporary support worker – and who this might be, we do not know.

The hard work and up to 30 hours a week that some of us have and do put in should deserve a small measure of respect in this way from the Commission, which is how good business practice is usually carried out.

The smooth hand over is the very least we should expect, and you might remember from meeting us a few weeks ago that proper information either from head office or 163 Eversholt Street has always been sadly lacking.

I am the only original member of this Forum still working, building on relationships and contacts formed over nearly four years and I am still astonished at what sometimes feels like contempt shown to we Forum members, all of whom really care about health issues. We work tirelessly, learning all the time how best to help all patients in so many areas where the public feel confused and daunted by what they see as ever changing systems.

It is upsetting that those people responsible at the Commission for hiring staff and supporting us cannot show the same respect towards us that they expect and we try to show towards them.

I am currently out of the country but I keep in regular touch with Forum members and our FSO by telephone/fax. I hope to hear from you soon.

Yours sincerely

Veronica Brinton  
Acting Chair UCLH FT PPI Forum

pp. Malcolm Alexander  
Michael English  
Neil Woodnick  
Sharon Grant