

DOCUMENT 22

From: Teresa Birch
Sent: 10 June 2009 09:33
To: [REDACTED]
Subject: RE: Chase up for Joanna Lane letter and further correspondence

Hi [REDACTED]

Thanks for the update. I'll speak to Fergus later this week then.

Yes, I'll be sending a holding response.

Many thanks

Teresa

Teresa Birch
Communications Manager (Enquiry Handling)
National Institute for Health and Clinical Excellence
Level 1A | City Tower | Piccadilly Plaza | Manchester M1 4BD | United Kingdom
Tel: 44 (0)161 870 [REDACTED] | Fax: 44 (0)845 003 7785

From: [REDACTED]
Sent: 09 June 2009 17:45
To: Teresa Birch
Cc: Fergus Macbeth
Subject: RE: Chase up for Joanna Lane letter and further correspondence

Hi Teresa

Sorry both [REDACTED] and I have been on holiday at different points over last couple of weeks and so I hadn't managed to catch him. However, Fergus has picked this up in our absence. He has been in touch with an expert for a view on how big this issue might be. I think he plans to have an internal discussion and then will get back to you in the next few days.

I think he has asked if someone could do a holding letter but I suspect you may have already done that.

Thanks

[REDACTED]

From: Teresa Birch
Sent: 09 June 2009 16:10
To: [REDACTED]
Subject: FW: Chase up for Joanna Lane letter and further correspondence

Hi [REDACTED]

Did you speak to [REDACTED] about Joanna Lane (see email attachment)? We've received another letter from her to chase (see pdf).

Thanks

Teresa

Teresa Birch

Communications Manager (Enquiry Handling)
National Institute for Health and Clinical Excellence
Level 1A | City Tower | Piccadilly Plaza | Manchester M1 4BD | United Kingdom
Tel: 44 (0)161 870 [REDACTED] | Fax: 44 (0)845 003 7785

From: NICE Mail
Sent: 09 June 2009 14:53
To: [REDACTED]
Cc: Fergus Macbeth; Teresa Birch
Subject: RE: Letter received 29.05.09

Thank, [REDACTED].

We have been in correspondence with this lady for several months. Teresa is currently managing this, so I have logged this letter for her in our system. Our reference number is 20413.

[REDACTED]
National Institute for Health and Clinical Excellence
Level 1A | City Tower | Piccadilly Plaza | Manchester M1 4BD | United Kingdom
Tel: 44 (0)161 870 [REDACTED] | Fax: 44 (0)845 003 7785

From: [REDACTED]
Sent: 09 June 2009 09:52
To: NICE Mail; Fergus Macbeth
Subject: Letter received 29.05.09

Dear all,

Please find attached letter which requires a coordinated response.

Many thanks,

[REDACTED]
National Institute for Health and Clinical Excellence
MidCity Place | 71 High Holborn | London WC1V 6NA | United Kingdom
Tel: 44 (0)20 7045 [REDACTED] | Fax: 44 (0)845 003 7784