

## 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  
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**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]  
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**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]

[REDACTED]  
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