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27 January 2016

Dear Mr Ody,

I am writing in response to the below question you submitted to the Board on 22 January 2016. You asked:

*In answer to a question to the Board on 28 September 2015 I was told that "Information provided by third parties may or may not be factually correct", but information provided by AWP staff may or may not be factually correct.*

*It is more likely that information provided by AWP staff is not factually correct because they may have large caseloads and get their cases mixed up or have targets they cannot meet, or the information they have does not help the care they are trying to make so they falsify the information.*

*False information may have been entered in the records as part of a cover up for a mistake.*

*This list of how false information could have been entered into users records, why does AWP keep saying no users records have been falsified?*

I have been clear in my previous communications to you that the Trust has not falsified records and confirmed to you the measures in place to ensure records are as factually accurate as they can be.

We have had a number of communications with you previously in relation to service user records and in my letter dated 1 December 2014 we advised you that the Trust will not respond to any further communication on this subject. The Trust Board has responded to a number of questions relating to records management, the RiO system and the accuracy of records since December 2014 and will no longer respond to these questions.

You have the right to ask the Ombudsman to review your complaint. The Ombudsman can be contacted on 0345 015 4033 or in writing at:

Health Service Ombudsman  
Millbank Tower  
Millbank  
London  
SW1P 4QP

Yours sincerely,



**Anthony Gallagher**  
Chair

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Anthony Gallagher

Trust Headquarters  
Jenner House, Langley Park, Chippenham SN15 1GG

Acting Chief  
Executive  
Dr Hayley Richards