

Healthcare Commission  
Finsbury Tower  
103-105 Bunhill Row  
London  
EC1Y 8TG

2nd April 2007

Mr D Sloman CEO  
Trust Headquarters  
The Whittington Hospital Trust  
Magdala Avenue  
London  
N19 5NF

Dear Mr Sloman

As you know we have commenced a series of visits during 2007 that have focused on particular aspects of the government's core standards.

We have used national data on trusts' complaints handling collected during 2005-2006 to benchmark the quality of performance across the NHS. These measures include the proportion of second-stage complaints that were upheld or referred back for local resolution, the output on core standard C14 in the 2005/2006 annual health check and information from KO41 returns.

Your trust was selected for inspection as it was shown to be at risk of not meeting the requirements of C14.

I have enclosed copies of the inspection reports, which outline our findings. I have provided a summary of our findings, and also set out how these relate to your trust's core standards assessment.

Summary of findings and key gaps identified:

**The Whittington Hospital Trust was assessed as being compliant with standards C14a, C14b, & C14c. No gaps were identified.**

The enclosed inspection reports detail our findings from this visit. These findings have been subject to a quality assurance process within the Healthcare Commission, to test that these findings are in line with our published criteria for the core standards assessment.

As these findings relate to the core standards assessment, we will be publishing this letter and the related inspection reports along with the publication of our annual health check in October 2007.

I would like to take this opportunity to thank you and your staff for your cooperation and hospitality whilst the Healthcare Commission undertook this piece of work.

Yours sincerely

Mr Kevin Yates RGN  
Lead Assessment Manager