



Mr Howard Lamb  
The Surgery  
48 Marsh Road  
Pinner  
Middlesex  
HA5 5NQ

13 April 2017

Dear Mr Lamb

Thank you for your letter of 7 April 2017.

As I am sure you will appreciate, it has taken me some time to review the entirety of the correspondence, before deciding on next steps. Having done so, I have concluded that the GCC should respond to you about each of the areas of complaint I referred to in the summary table I sent you on 27 January 2017, along with the concerns you highlighted in your subsequent correspondence. We will send you our substantive response within the next 2-3 weeks.

Yours sincerely,

A handwritten signature in black ink, appearing to read 'R. Hayles'.

Rosalyn Hayles  
Chief Executive & Registrar, GCC