abc

***Appendix 5***

Maternity Services

Salisbury District Hospital

Salisbury

Wiltshire

SP2 8 BJ

01722 336262

**Name:**

**Address:**

**Date;**

Dear

I would like to sincerely apologise for the fact that you had to be referred to another maternity unit on (***insert date***) owing to the temporary closure of the maternity unit at Salisbury District Hospital. As I believe you were informed at the time, this was due to an exceptionally busy day, resulting in a shortage of beds.

Please be assured that your health and safety, and that of your baby, was our prime concern when the decision to refer you to another hospital was made. A decision to close the unit is always made as a last resort but I understand how stressful this late change must have been for you.

I would also like to take this opportunity to offer you further explanation if you should feel you need it. This can be done in a number of ways, either through a meeting or a telephone call. If you would like to take up this opportunity, please do not hesitate to telephone my secretary, on 01722 425171.

Yours sincerely,

**Mrs. Fiona Coker**

Head of Maternity & Neonatal Services