

From the Ombudsman Robert Behrens CBE



Stuart Richardson  
Chief Executive Officer  
Norfolk and Suffolk NHS Foundation Trust

**Sent by email**

03 October 2023

Dear Mr Richardson,

**Norfolk and Suffolk NHS Foundation Trust and PHSO**

I was surprised to hear of your remarks to the Norfolk Health Overview and Scrutiny Committee, informing them that you had contacted me to discuss my concerns regarding the Grant Thornton report about the way your Trust recorded and reported mortality data, but had not had a reply. This was also reported in a BBC online news story about your appearance.

Following your comments to the Committee, my office repeatedly contacted the Norfolk and Suffolk NHS Foundation Trust to chase the letter you said had been sent. It took two weeks to receive a response, in which we were eventually told, by Cath Byford, that a letter had never actually been sent.

I must ask you to notify the Committee that your comment was not accurate and to seek a correction to the media report on the BBC website.

In response to Cath Byford's suggestion, I am happy for one of my colleagues to hold discussions with one of your colleagues about the Grant Thornton report itself. My Private Secretary will be available to make arrangements.

I am placing a copy of this letter on the PHSO website.

Yours sincerely,

*Rob Behrens*

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Rob Behrens CBE  
Ombudsman and Chair  
Parliamentary and Health Service Ombudsman



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