

20 December 2000

Ms Yolanda Mandell
Administration Support Manager
Commission for Health Improvement

Dear Yolanda

I hope you will not mind us writing, but we wanted to express our sincere gratitude, appreciation and admiration for your exceptional contribution to the establishment of the Commission for Health Improvement. We recognise that the early "Hannibal House" days provided a unique combination of challenges. The fact that the early products of our work, namely the first two investigations and clinical governance reports, would command such a high level of public attention and scrutiny amplified the scale of the challenge. The quite exceptional contribution that you made in close partnership with new colleagues provided a platform and a standard upon which the Commission for Health Improvement can build. We know that when the time comes for us both to review our careers, one of the high points will be the privilege of sharing the endeavour to establish the Commission for Health Improvement and the remarkable achievements you have helped to secure. Thank you for making it so.

With best wishes for the festive season and the New Year.

Yours sincerely



Peter Homa (Dr)
Chief Executive



Jocelyn Cornwell (Dr)
Director of Policy and Development