
From: Dave Hulbert[imceaex-
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=dave+2ehulbert8ff12b5a-ad11-4323-aa83-e0874e17b20a@c72a47.ingest.local]
Sent: Thur 04/07/2013 6:27:21 PM (UTC)
To: Lesley J Sewell [REDACTED] **GRO**
Subject: Fw: 061904 Baughurst Post Office and Outreach operations

Lesley

Once again, apologies for this, but I'm reassured by James' response that he's equally disappointed and will address it.

Regards

Dave

[REDACTED] **GRO**

Head of Service & Supplier Management
Post Office Ltd

From: Dave Hulbert
Sent: Thursday, July 04, 2013 06:24 PM
To: 'james.davidson@[REDACTED]' **GRO** ▶
Cc: Steve Beddoe
Subject: Re: 061904 Baughurst Post Office and Outreach operations

James

Thanks for the prompt and supportive response.

Regards

Dave

[REDACTED] **GRO**

Head of Service & Supplier Management
Post Office Ltd

From: Davidson James [mailto:[REDACTED]] **GRO**
Sent: Thursday, July 04, 2013 06:22 PM
To: Dave Hulbert
Cc: Steve Beddoe
Subject: Re: 061904 Baughurst Post Office and Outreach operations

Hi Dave,

I completely understand and agree. This all appears to have happened very quickly but we cannot blur the lines in this way.

This is not something I have ever seen before but I will speak with the team to ensure it doesn't again, my apologies for any embarrassment this has caused.

I will have Mark call Steve so we get aligned.

Regards,

James

On 4 Jul 2013, at 19:01, "Dave Hulbert" <[GRO](#)> wrote:

James

It's good to see action being taken around Baughurst which I know has been an issue for sometime. It's therefore a real shame that I'm having to sour progress with this email, but I'm really disappointed to see direct communication between Nick and our Network Director.

As you know these matters should be coming through my team i.e. Steve or a member of his team.

We should never be blind on any service issues.

Can I ask that you ensure we don't encounter such a breakdown in process again. Thanks.

Regards

Dave

GRO

Head of Service & Supplier Management
Post Office Ltd

From: Lesley J Sewell
Sent: Thursday, July 04, 2013 05:37 PM
To: Dave Hulbert
Subject: Fw: 061904 Baughurst Post Office and Outreach operations

Dave

Why am I just getting copied into this and Kevin is liaising directly with FJ.

Who is managing this?

L

From: Kevin Gilliland
Sent: Thursday, July 04, 2013 12:45 PM
To: Crow Nick <[GRO](#)>; Harrison Chris <[GRO](#)>; Bansal Steve (BRA01)
Cc: Gordon Mark
Bothick Sandie <[GRO](#)>; Lesley J Sewell
Subject: Re: 061904 Baughurst Post Office and Outreach operations

Thanks. I've read the report and agree the approach.

If her and her staff are contributing to the issues then we will have to make this clear to her.

However this raises a question about the suitability of the equipment in terms of it's robustness, ease of use, set up time etc and how could we improve the design going forward.

Kevin

Sent from my iPad

On 3 Jul 2013, at 18:36, "Crow Nick" <[GRO](#)> wrote:

Kevin,

Please find attached the findings, observations and recommendations for next actions based on yesterdays experiences at the Baughurst Store and Service sites.

I have just received a call from Michele, the Postmistress, advising that the PHU swap of today, in relation to the purple screen Michele experienced late yesterday, went well and she has used the new Geller PHU prior to it going out tomorrow; and all is well.

The replacement cables ordered as urgently required for the site yesterday afternoon, have also arrived with Michele today.

If Post Office Limited can review the attached report and advise as to how they'd like to proceed in relation to the findings, that would be very useful as I'm sure we'd all like to see a conclusion to this one.

Best regards,

Nick Crow

Branch Issue & Comms Investigation Manager, End User Services, Post Office Account

From: Kevin Gilliland [mailto:[mailto:GRO](#)]
Sent: 03 July 2013 13:04
To: Crow Nick
Cc: Gordon Mark
Subject: Re: 061904 Baughurst Post Office and Outreach operations

Thanks nick,

The reason she has escalated to me months and months ago is because of the v poor service she was and it appears is still getting. She can't operate a core and outreach service and is very frustrated, understandably.

What are we doing to sort this our once and for all?

Thx

Kevin

Sent from my iPhone

On 3 Jul 2013, at 12:11, "Crow Nick" <[mailto:GRO](#)> wrote:

Good Morning Kevin,

In relation to the history of issues that Ms. Michele Middleditch has advised she's been having I have been asked to quantify the actual situation with respect to the reliability of the Horizon Outreach kit, the environment in which it is being used and the actions of those who are using it.

Having spent in excess of five hours out at the Outreach locations and back at the Store location yesterday discussing the situation with Ms. Middleditch, rather a lot has come to light.

Ms. Middleditch advised me that she is in touch with you personally over this matter and I am aware that she called your mobile and left you a voicemail yesterday. Having been present when she made the call in relation to the discussions she and I had previously had I'd suggest it would be better if I put together my notes so as you had a record of the actual advice given and situations experienced so as Post Office Limited are in a better position to move this forwards.

I will get them typed up and with you via mail today.

Ms. Middleditch has already been on the telephone this morning advising she's having issues and I'm sure expected her own personal Branch Issue Manager going forwards. Whilst I have taken on board an action to look in to a possible technical issue, I have advised her that in order to benefit from the best possible support and service she should be logging the issue with the Horizon Service Desk so as we are able to respond appropriately.

Best regards,

Nick Crow
National Branch Issue Manager
EUS - Post Office Account

Fujitsu
Temple Point, Redcliffe Way, Bristol. BS1 6NL
Mob: or Internally
E-mail:
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<061904 Baughurst Outreach BIM investigation 0713.docx>

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