



Your letters

You give us your comments on what you've read in Which?

Christmas gifts

Which?, December 06, p34

I was pleased to see that you recommended *The Oldie* magazine as a great subscription gift. However, when referring to its 'off-beat features' you mention a man who runs the Electricity Pylon Appreciation Society.

In fact, that person is me – and I am most definitely female. I know it's hard to tell from my name but there was a photo of me in the article you referred to! Perhaps you should correct this – I know *Which?* likes companies to get things right.

By the way, my own subscription to *Which?* is itself a Christmas gift from my father every year – and I love it.

FLASH WILSON, BY EMAIL

Rip-off Britain?

Which?, December 06, p19

I have to disagree that Britain compares well with other European countries on the cost of food and general groceries. I've returned to the UK after living for five years in Germany and find I'm paying

around 40 per cent more for groceries – increasing to 50 per cent more if I include alcohol. Of course, it depends on where people shop. My own experience is based on shopping in an average supermarket, not the value-end of the market, such as Aldi or Lidl, where savings are much greater.

KAREN BECKER, BY EMAIL

WHICH? SAYS We plan to report on online and discount supermarkets in March.

Online shopping

Which?, November 06, p16

Delivery charges can sometimes make savings on goods bought online negligible. However, on the PC World site (www.pcworld.co.uk) you can reserve products at online prices and collect in store. I saved £20 on the store price for an item. When I queried this at the store, I was told that, because I knew what I wanted, PC World didn't have to pay its staff to spend time talking to me. So if you don't want to speak to PC World staff, order online and collect.

COLIN BIRLESON, SWANLEY

GET IN TOUCH

'Your letters' is your chance to have your say on something in *Which?*. Email or write to the address below. If your letter is printed, you can choose a free *Which?* book as a thank you. We reserve the right to edit letters or use only an extract.

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Car insurance

Which?, November 06, p38

One feature of car insurance that you didn't mention but that many people may find useful is the opportunity for named drivers on some policies to build up their own no-claims bonus. This could be invaluable for a young driver still using a family car, giving them a head start when they insure their first car, or for a spouse who may buy a car of their own in the future.

KARIN PROUDFOOT, LONGFIELD



Hospital food

Which?, November 06, p12

Standards of catering in hospitals could be improved enormously if the NHS took a leaf out of the hotel industry's book. In many hotels, new managers are obliged to live in the hotel as 'guests' for several weeks, to allow them to see the hotel at work and gain insight into customers' needs and concerns.

It would be equally appropriate for senior managers in the NHS to take at least one week's worth of meals each year from the patients' catering service – with no concession on choice, the time the food is served or how it is presented.

DAVID LINSELL, GUILDFORD



David: NHS should copy hotels

PHOTOGRAPHY PHIL MASTERS, JOHN TRENNHOLM

Next month in Which?

Top of the shops

Discover which stores you really love and loathe in our shopping survey

Wills

Why you need to make a will and expert advice on how to do it

Car clubs

Save money – and the planet – with our guide to joining a car club

Organic food

We test out organic box deliveries and compare supermarket prices

Grow your own veg

Getting started, which vegetables to plant and expert tips on avoiding pests

Share-dealing services

Check our guide on good brokers if you want to choose your own shares

COMING SOON ✓ Supermarkets ✓ Electric showers ✓ Tyres
✓ High chairs ✓ Sat-navs ✓ Ticket agencies ✓ Car security

On test

Kitchen roll

Best buy towels for mopping up messes

Pushchairs

Testing whether you can mix fashion and function

Printers

Best Buys plus which are the cheapest to run

Plus

✓ Security software ✓ Drills ✓ MPVs
✓ Cordless phones ✓ Microwaves



Out on
1 Feb