

**Fareham and Gosport Primary Care Trust  
Investigation Sultan Ward – GWMH  
Patient Relative Complaint – Re: N [Code A]**

**Introduction and Background:**

There are 24 Primary Care beds on Sultan Ward at Gosport War Memorial Hospital. In order to maximise the use of these beds a decision was taken to admit patients from selected specialities who were nearing the end of an inpatient episode at Queen Alexandra / St. Mary's or Haslar Hospitals. The ward has been taking selected orthopaedic patients since November 1998. These patients are referred to as Step Down Patients.

The ward also admits Young Chronic Sick patients for planned Respite Care - some of the respite care patients are very high dependency and it takes two members of staff several hours per day to give them the care they need. The ward also has Palliative care patients and Terminal care patients.

The ward also provides emergency respite care for patients who are unable to cope at home in the short term, due to injury / UTI's / Chest Infections / etc.

The local GP's look after their own patients and those of partners in the same group.

On 25<sup>th</sup> January 2002 [Code A] was admitted to Sultan Ward as a result of several falls at home, he was already on treatment for a chest infection but had "gone off his legs" The aim at this time was to rehabilitate – mobilise – and discharge the patient home.

He was transferred to Anne Ward at Queen Alexandra hospital on the 1st February 2002, following deterioration of his condition where he subsequently died on the 6<sup>th</sup> February 2002.

A formal complaint dated the 18<sup>th</sup> April 2002 was received from [Code A] the son of the Patient, on the 22 April 2002. He made **seventeen** specific complaints about the alleged care and management of his Father by the Staff on Sultan ward and Dr. J. Grocock the patient's own GP. There were other complaints included in the letter.

Mrs. Janet Peach, Services Manager – Gosport War Memorial Hospital, commissioned an Investigation on the 24th April 2002.

In total I interviewed 7 members of Sultan staff and Dr. John Grocock formally, Toni Scammel helped with several queries her help was greatly appreciated. I also spoke to 4 other members of the Ward Team informally re: Patients Dignity, several of the staff formally interviewed were also present at these informal meetings.

All of the Staff I came into contact with were extremely helpful which made the investigation much easier to do, a lot of the other staff not interviewed came forward and gave me their names should I need any more information.