

Investigation Diary: Commenced 22 April 2002**Patient Relatives Complaint – Sultan Ward – Mr. A.E. Duggan.****Gosport War Memorial Hospital.**

- 22 April 2002:** Phone call from Fiona Cameron – re a complaint at GWMH.
Investigation to be commissioned by Jan Peach.
To await letter from Jan Peach with terms of Reference.
- 23 April 2002:** I talked with Ian Piper and Gordon Somerville re the need to talk to John Grocock about the Investigation – (at new Trust Launch)
- 24 April 2002:** Letter from Jan Peach with terms of reference. I spent **5hrs.** Talking to Toni Scammell / Katie Mann on Sultan Ward re off duty etc.
Notes collected from GWMH – Initial notes / preparation / Reading through the case notes. / phone call to Sultan Ward / Katie Mann re staff to see.
- 25 April 2002:** Letters typed at GWMH re appts to interview Staff.
Five Staff to be seen initially: Anne Haste – Katie Mann – Teresa Burlinson
Sue Rowlands and Val Horrocks.
Letters hand delivered by Toni Scammell - letter also to Mr. G. Duggan and following a telephone conversation with Dr. J. Grocock a formal letter to ask that at some stage I can see him re the complaint.
Telecon Jan Peach re a copy of relevant notes / copy of complaint letter be sent to Dr. Grocock. **4hrs.**
- 26 April 2002:** Work / preparation of questionnaires for GWMH **1hr.-30**
- 28 April 2002:** Preparation / organising questions for Interviews. **2hrs.**
- 29 April 2002:** Collected copy of notes from GWMH. Finished Questionnaires
- 30 April 2002:** Senior Staff Nurse Katie Mann – Interviewed at 11am. At GWMH
Copy of Statement given to SSn. Mann
Katie is going away on Holiday in next few days so interviewed first.
Following Interview more Questions added – plus also need to see sn Rigg.
Copied Off Duty Rotas / Bed occupancy form for relevant dates. **3hrs.**
- 1 May 2002:** Research / Information from Internet re Choluria / Jaundice.
Copy of notes for Jan Peach for Staff to review .
Telecon from Jan Peach re Dr, Grocock –advised requested letter sent to Him already, dated 25-~~4~~02. **1hrs-45**
- 2 May 2002:** Photocopied notes for Jan Peach / Dr. Grocock phoned me in response to my letter also needed to talk about blood test results and I was able to ask about cxr / wet plates for Mr. Duggan on 28 Jan.02.
Appt made to meet at 1-45pm Tuesday 7 May 02 at Rowner Road Surgery
Copies of questionnaire – other results needed for Liver Disease Plan!
Ann Haste – Teresa Burlinson – Sue Rowlands all interviewed today.
Work on Statements. **8-30am – 5-15pm 8hrs.**
Need to see Pam Rigg but she is on Annual leave this week.

- 3 May 2002:** Staff Meeting GWMH – Ian Piper, Fiona Cameron, Lucy Docherty
- 4 May 2002:** Phone calls / preparation re Complaint.
- 6 May 2002:** Val Horrocks interviewed today on Sultan Ward - Contact made with Pam Rigg today and Appt. to interview her made for Thursday 9 May 02 at 12-30pm
Work / preparation for meeting with Dr. Grocock on 7 May 02. **3hrs-40.**
- 7 May 2002:** Meeting with Dr. Grocock at 1 Rowner Road. (Statement) **1hr-30**
So Far **no contact** from Mr. Duggan - need to send another letter if no
Reply / contact by **10 May 2002:** Fiona Cameron informed.
- 9 May 2002:** Interviews GWMH Pam Rigg **1hr-45**
- 11 May 2002:** Work on Statements / phone calls re results. **2hrs.**
- 15 May 2002:** Letter to Dr. Grocock re interview.
- 16 May 2002:** Letter received today from Mr. Duggan via Fareham Reach / GWMH. Dated 9-5-02. **He does not want to be interviewed until we have answered his complaints.** Fiona Cameron informed and acknowledging letter sent. This means there will be questions I wanted to put to Mr. Duggan that will remain unanswered / Jan peach informed.
- 20 May 2002:** Work on Statements / Talking to Staff on Sultan Ward as a Group **3hrs.**
- 25 May 2002:** Yong Pease interviewed on Sultan ward – further short interview with Katie Mann – several members of staff seen re: Patients Dignity. **2hrs**
- 27 May 2002:** Meeting with Toni Scammell at GWMH re admission processes and Terms of Reference. Feed back date fixed as 10 June 2002 at 2pm – in Jan Peach’s office – GWMH unable to see earlier as Jan is on Annual leave. **1hr 30**
- 31 May 2002:** Informal meeting with Anne Turner / Fiona Cameron at Fareham Reach re the Investigation / and feedback date. – Holding letter has definitely been sent to Mr. Duggan – Copies of terms of reference letter / letters to Mr. Duggan given to Anne.
- 31 May 2002:** All interviews now complete
- 1 June 2002:** Work on final reports / terms of reference **3hrs-30.**
- 3 June 2002:** Work on final report and presentation folders **4hrs.**
- 5 June 2002:** Photocopying at GWMH **1hr.**
- 6 June 2002:** Investigation is now complete – final check – diary closed. **2hrs.**