

Miss Lesley Manger  
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**Code A**

10-02-07

Dear Lesley

Thank you for your prompt return of the transcript. I will put my comments in the order of the transcript to make life easier.

I found the meeting full of lame excuses and feeble apologies. Not your fault of course.

I shall still send the whole lot of my paperwork including district nurse's letter to the Commission, as I told you all at the end of the meeting. If I get no satisfaction from them, the media and National Press will be involved. There is no excuse for Jim's treatment at QA. Too late for him, but I shall fight on for future patients. That is why I work for the PPI Forum.

Clearly, no one has learned anything from the CHI Report issued after the dreadful troubles at Gosport War Memorial Hospital some seven or more years ago.

It was a matter of courtesy that I contacted your office first, rather than contact the Commission. It might have been better had I sent it there first.

As I explained to you all, I always take notes as due to strokes, I have a short term memory problem. If the staff are so sensitive as to be offended by my note taking after their years of training, maybe they should be retrained, as the Modern Matron suggested, or have some counselling. If they had all been working efficiently and competently, I should have had no need to take notes, nor, indeed, to complain. I shall continue to take notes to help other patients, whether it offends or pleases the staff. There were a few praiseworthy comments in my report, but not many.

There is no way Jim could have put the call button under the mattress. Do not try to blame him for staff incompetence. He would not have had the strength to lift the mattress. Poor excuse.

It was not patients' possessions cluttering the ward. It was cramming 6 beds into a 4-bed ward with oxygen bottles, etc.

Somebody must have helped Jim with washing etc. as he was not able to do it alone, so why did no one notice the ghastly bed sores and the skin off his buttocks down to flesh? The state of his finger nails and mouth was just disgusting. I know Matt. apologised, but too late.

Transport: Jim was obviously unfit medically to travel alone, but still I was refused permission to travel with him. Unforgivable.

Care package 'takes 1-2 weeks to arrange'? How then did I set it all up in under three hours –carers and district nurses. I used common sense.

Mark Roland said Jim was sad, but not suicidal. Why then did he try to take the razor blades I took him saying he would cut his own throat. Sad? The poor man was beside himself, He was always sobbing. It was inhuman.

Staff attitude- I am not thin skinned by any means, but some staff treated me and Jim's family with complete disdain and contempt. Maybe they thought I could be bullied. I cannot!!

I treat all people Queen or dustman equally and I expect the same back.

No mention in the transcript of how nursing staff and catering staff laughed at Jim, because nobody had the decency to cover him with his dressing gown when being walked to the toilet. He reported this to his daughter Heather who was at first doubtful if this could have happened until other patients confirmed it. She now has to live with that image for ever that people laughed at her Dad who was worth more than 50 of any of your staff.

This episode is tantamount to Abuse of the Elderly, and this matter is not closed.

I trust you will be sending a copy of the amended transcript to Mrs Heather Wilson, Jim's daughter for her to keep.

I hope you understand my anger, Lesley. Nobody should be treated in such a way, and I will see that nobody does.

Thank goodness Jim found peace and contentment at The Countess Mount batten House, where everyone is treated with the respect and dignity which they all so richly deserve. Shame I did not get him there sooner.

Yours sincerely

Paule Ripley

Ps Please tell the Staff of F4QA I should like a full copy of Jim's medical report, by return, as is my right

PR