

Complaints Manager
Commission for Health Improvement
Finsbury Tower
103-105 Bunhill Row
London EC1Y 8TG

Code A

14-02-07

Dear Sir/Madam

I send you herewith set of papers concerning my complaint regarding the treatment of my late husband James Ripley whilst an inpatient at Queen Alexandra Hospital, Portsmouth, Hants.

I should be very grateful if you would take time to read my report and convey to me your findings.

I have spent a great deal of my life in hospitals at home and abroad, from Hong Kong, Malta, Scotland , and England. I have never experienced such treatment – or lack of treatment than I have found here in Hampshire.

I discharged Jim from Gosport War Memorial Hospital in 2000, in the nick of time and thankfully got him to Royal Hospital Haslar where they told me he was suffering from dehydration and analgesic coma. I have that in writing. I also still have the CHI Report issued to me in July 2002. It now seems that no NHS staff have taken on board the recommendations you made in that Report.

The ward he was in QA (F4) was just last night closed to patients and visitors as they have the norovirus there. I hate to tell them I told them so at my Hearing on 6th February last.

Should you need any further information I should be pleased to give it.

Please read my papers, as Royal Hospital Haslar is under real threat of closure and I shudder to think what we will do if QA is our only option.

I await your reply at your earliest convenience.

Yours sincerely

Code A

Paule Ripley (Mrs)