

CLA

IN THE MATTER OF GOSPORT WAR MEMORIAL HOSPITAL**STATEMENT OF** Code A**PART ONE**

Name:

Code A

Date of Birth:

[please provide]Code A

Relationship to the Deceased:

Daughter

Name of Deceased:

Norma Windsor

Last Address of Deceased:

Code A

Date of birth of Deceased:

Code A

Date of death:

07.05.2000

A: Formal detailsCode A

1. I am Code A and my date of birth is [please provide]. I am the daughter of Norma Windsor. I make this statement following my mother's treatment at the Gosport War Memorial Hospital.

B: Admission to Gosport War Memorial Hospital

2. In early 2000, my mother was waiting for a heart by-pass which had been slightly delayed by leukaemia.
3. In April 2000, she suffered from a sickness bug. She was admitted to Gosport War Memorial Hospital for respite care on 27th April 2000.
4. She was admitted to Sultan ward, under the care of her GP Dr Knapman.

C: Chronology of Complaints made

5. Whilst my mother was in the Gosport hospital, my sisters and I complained constantly to the nurses as we were concerned about her treatment and lack of care. I kept telling the female charge nurse that this was not the right hospital for her – that she needed acute care. I also spoke to the nurses by telephone, and they told me to speak to her GP,

CLA

- Dr Knapman. I tried to contact Dr Knapman, but got put through to another doctor in the same practice. I asked for a second opinion regarding my mother's treatment, but my request was dismissed. *I was told I needed to speak to Dr Knapman. On Friday morning of the 5th May I was able to contact Dr Knapman and advised him*
6. My father also made several phone calls to Senior Management at Portsmouth Hospitals to express his concerns. *I was definitely going to get a 2nd opinion*
7. When she was taken to St Mary's Hospital, *on the 5th May* and then to Queen Alexandra Hospital *She was then transferred to the QA hospital in the early hours of the 6th May.* on 6th May, all of her internal organs had failed. When I questioned the staff at St Mary's, I was told that they would not have expected to see her like this.
8. My sister wrote a letter of complaint to Gosport war Memorial Hospital approximately 2 months after my mother died.
9. She received a response from Max Millett, the Chief Executive, explaining that the Investigating Officer, Sue Hutchings, would be in touch.
10. My sister then received an invitation to a meeting at St Christopher's Hospital. At that meeting, dated 18th August 2000, the Investigating Officer took a statement from her, explaining her letter of complaint. Max Millett, the Chief Executive, wrote following that meeting, dated 14th September, with an attempted explanation of the facts. We were still not happy.
11. My sister wrote, in a letter dated 9th October, with three specific questions. She received a reply dated 18th October, and was invited to a further meeting in a letter dated 16th November.
12. *My 2 sisters and myself*
My sister had a further meeting on 20th December 2000 with Dr Knapman, the ward sister and the liaison officer. At this meeting, they apologised for certain aspects of the lack of care, but explained that they could not take matters further, and that changes would be implemented.
13. A response to that meeting was written by Fiona Cameron, Divisional General Manager, dated 2nd January 2001.

CLA

14. My sister tried to contact the police in 2001, but gave up because she could not get hold of anybody who could help.
15. She then took part in the CHI report and had an interview in late 2001. She merely answered their questions on the telephone.
16. I rang the police in Fratton at some time during 2001. I was told that there were not to be any prosecutions, and that they were not investigating any cases. I was advised to write to CHI or Fiona Cameron, both of which we had already done.
17. My family stopped fighting after a while, until September 2002, when it all came back on the news. I rang the Meridian helpline, who gave me the number of the Gosport War Memorial Hospital helpline.
18. The Isle of Wight Health Authority rang me and explained that I had four options:
 - To get her medical records
 - Complain to hospital
 - Ring Alexander Harris
 - File report to police
19. *The Isle of Wight Health Authority pass my details to*
~~I rang~~ the police who are coming to take a statement this week.
20. I have not had any information with regards Professor Baker's audit.

D: Main Concerns

21. My main concern relates to the Gosport War Memorial Hospital and the Health Authority. I believe that certain nurses and Dr Knapman should not be practising. They are not fit to be working.
22. I would like to see a criminal prosecution for all concerned.

CLA

E: Further potential witnesses

23. My sisters, Code A and Code A together with my father, were attending the hospital regularly. They still find this very distressing, and although they are happy to support me, they do not wish to be directly involved in any action.

I believe that the facts stated in this witness statement are true.

Signed Code A

Code A

Dated 28.10.22