



Mr H Devine

**Code A**

FC/LD

23 March 2000

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Dear Mr Devine

Thank you very much for meeting with myself, Dr Ian Reid and Barbara Robinson on Friday 17th March 2000. I hope it helped to explain and discuss your feelings. It was certainly very powerful for us to hear them. I would like to reiterate my wholehearted apology regarding our lack of communication with you and your family.

The issues around our communications with you and your family have been the focus of an internal investigation and as explained when we met, actions have already been taken in relation to preventing a recurrence of this situation. However, two very specific points were raised at our meeting which I would like to address further, here.

The first issue was related to the understanding that there were limitations on the visiting times on Dryad Ward. I have today spoken with the Clinical Manager who assures me that visiting is not limited by policy, however it is common practice for visitors to be asked to leave at mealtimes. The idea behind this is that some patients attention is diverted from their meals.

The Clinical Manager was appalled that you had been asked to leave given the circumstances of your journey etc., and she and the new Service Manager for Gosport War Memorial Hospital will be working with staff to ensure a policy of open visiting which takes account of patients' individual needs.

The second issue you mentioned was the state of the rollers being used by a Support Worker for your mother's hair. Again, I have raised this issue with the Clinical Manager this morning and she will be checking the process for ensuring hair rollers are cleaned for every patient and will report back to me on this.

Once again, I would reiterate my apology for the distress we have caused to you and thank you for taking the time to come and discuss matters so openly with us.

As I said when we met, please do not hesitate to contact me if I can be of any assistance.

Yours sincerely

**Fiona Cameron**  
**General Manager**

*Copies to: Dr I Reid*  
*Mrs B Robinson*  
*Mr M Millett*

*Silent copies: Lesley Humphrey*  
*Yvonne Mills*