

Lesley Humphrey

See below

LH/YJM

28th March, 2000

STRICTLY CONFIDENTIAL

Police Investigation regarding Gladys Richards

Please find enclosed a copy of a letter I recently received from Detective Chief Inspector Burt and my draft response which is based on information supplied by Barbara Robinson, Philip Beed and Althea Lord, and examination of Mrs. Richards' records and the complaints file.

I would be grateful if you would all sense-check this as follows:

*Bill - Barbara Robinson
- Althea Lord (she may wish to check with her medical defence union)

*Fiona - Philip Beed
- Jane Barton (she may wish to check with her medical defence union)

*Lorna - Beachcroft Wansbroughs

As my presence at work for the next few weeks is unpredictable can you please reply to Yvonne Mills. Yvonne will make any necessary changes and send my letter to D.C.I. Burt in my absence if necessary.

Thank you for your help in this difficult and protracted case.

To: Bill Hooper/Barbara Robinson
Fiona Cameron
Lorna Green

Code A to M Millett

From: Lesley Humphrey-Quality Manage
To: Fiona Cameron-Hosp Manager; **Code A** to M Millett
Subject: RE: LETTER TO DCI BURT
Date: 29 March 2000 15:32

Ta, thanks for reading so carefully, i doubt if I'd spot such errors now and we've come a cropper over dates beofre. I'm sure **Code A** will change - should be admitted 17th, died 21st.

Lesley

From: Fiona Cameron-Hosp Manager
To: Lesley Humphrey-Quality Manage; **Code A** to M Millett
Subject: LETTER TO DCI BURT
Date: 29 March 2000 15:09

Received today and will transmit to Phillip and Jane. However spotted something on p. 2 number 2. para 1. - Admitted on the mon 17th and died on Frid 17th.

FIONA

PERSONAL
Dr. J. Barton,
Clinical Assistant, Elderly Services
148 Forton Road,
GOSPORT.

LH/YJM

14th April, 2000

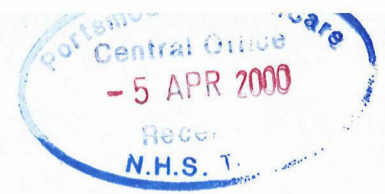
4378

Dear Dr. Barton,

Thank you for your letter of 2nd April, 2000. I will ensure that your comments are included in the final letter.

Yours sincerely,

Lesley Humphrey
Quality Manager



Yvonne Mills
Quality Manager
Portsmouth Healthcare NHS Trust

Dr.JA Barton
Clinical Assistant Elderly Services
148, Forton Road
Gosport
Tel 023 92583333
Fax 023 92601107

Dear Yvonne

2nd April 2000

re Gladys Richards deceased

Thank you for showing me the letter from DCI Burt and the reply drafted by Lesley Humphrey.

I would be most grateful if you would clarify your answer to Question2.

It needs to be made clear that as a full time General Practitioner in Gosport my contract with the Trust only involves 5 sessions of Clinical work weekly and I fulfil this contract by visiting the ward daily on weekdays for an hour and a half and doing a business ward round on the patients with the nursing staff on duty. I return to the wards in my own time later in the day to see relatives or admit patients and also attend a weekly continuing care ward round with the consultant Geriatrician. I am not permanently on site either in or out of hours and the same caveat applies to my partners in the same practice who provide " out of hours" General Practice medical cover.

There is no policy in place to deal with the situation in which a patient could be transferred to an acute unit after 'office hours'. The circumstances would be judged individually by the GP on call in consultation with the staff, possibly the family and also the Geriatrician on call if appropriate.

Question 4. This is a very ambiguous answer to a vague question and at the outset it must be made clear that my practice is not the only one which provides Clinical Assistant cover in Gosport War Memorial Hospital.

A listing of complaints without the context of the numbers of inpatients cared for in the unit within this time scale would not give an honest reflection of patient and family perceptions about the wards.

Perhaps also an estimate of the number of letters of gratitude might set the scene more appropriately.

I await an answer from my MDU representative.

I hope that these points are helpful.

Yours Sincerely

Code A

Lesley Humphrey

Phillip Beed

LH/YJM

14th April, 2000

Gladys Richards

Thank you for your memorandum of 30th March, 2000. I will ensure that your comment is included in the final letter.

Portsmouth HealthCare NHS Trust
MEMORANDUM

From
Fiona Cameron
Ref
FC/LD

To
Phillip Beed
cc

30 March 2000

RE: ATTACHED

Phillip, can you sense-check Lesley's response to DCI Burt and let me have your comments/amendments .

Thanks

Code A

Encs.

1 comment - as marked.

Code A

