

Code A



DR KNAPMAN & PARTNERS

FAX

Fax to number:

Code A

Attention:

Dr Bob Button

Date:

7-1-02

From:

Dr. Knapman & Partners

Number of pages:

9 (including this one)

Additional comments:

Re: CHI Investigation

Here are all the relevant letters concerning CHI's investigation at Gosport War Memorial.

Dr Reaskey asked me to inform you he is also being interviewed on Thursday 10<sup>th</sup>, but the MDU aren't sending anyone with him!

I can be contacted at work on Code A or at home on Code A

Thank you.

Dr Sarah Brook

Code A

Code A

Dr A C Knapman & Partners  
The Surgery  
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Hampshire  
PO12 3HH  
PHONE: (023) 9258 3333  
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~~James Wetheran~~

Alles Haut-Pfann (see file)

Alan Caputo

Pct. CE Sureset

# Portsmouth HealthCare

NHS Trust

**PRIVATE AND CONFIDENTIAL**

Dr Brook  
Knapman Practice  
148 Forton Road  
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PO12 3HH

Trust Central Office  
St James' Hospital  
Locksway Road  
Portsmouth  
Hants  
PO4 8LD

Tel 023 9282 2444  
Fax 023 9229 3437

Our Ref CHI/ch  
Your Ref  
Date 14 December 2001  
Ext 4003

Dear Dr Brook

### Gosport War Memorial Hospital Investigation by the Commission for Health Improvement

The Commission for Health Improvement is currently undertaking an investigation into the provision and quality of care for older people at Gosport War Memorial Hospital. The Commission are specifically looking at the rehabilitation and continuing care of older people from 1998 to present day.

A number of staff are being interviewed by the Commission as well as a select few who are not employed by the Trust. Enclosed is a letter from the Commission requesting an interview with you on Thursday 10 January 2002 at 14.45, at Gosport War Memorial Hospital. It is anticipated that each interview will last about 45 minutes. The Commission will endeavour to keep to the appointment times as closely as possible. Please report to the General Office (near the Out Patient Department) upon arrival.

You may of course be accompanied by a friend or staff representative. If you have any queries regarding this process please don't hesitate to contact any of the people listed overleaf.

Please would you confirm your attendance by completing the slip below and returning it to me at Trust Central Office, St James' Hospital, by 21st December 2001.

If for any reason you are unable to attend at the specified time or date please notify me on Code A by 21st December 2001.

I apologise for any inconvenience this appointment may cause, and thank you for your anticipated co-operation.

Yours sincerely

Code A

Caroline Harrington

Assistant Business Manager/CHI visit Co-ordinator

Friday 11<sup>th</sup> Dec 10.30-11.15

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TO

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## MEDICAL PROTECTION SOCIETY

From: Dr Peter Mackenzie MA MBBS MRCCP DRCOG PgDLaw  
Medico-Legal Adviser

Our ref: PWM/SB/150532/2  
(Please quote this reference when contacting the Society)  
Your ref: SJB/VSS

Direct Line to Secretary: Code A

27<sup>th</sup> December 2001

### Personal and Confidential

Dr S J Brook  
The Surgery  
148 Forton Road  
Gosport  
Hants  
PO12 3HH

Dear Dr Brook

### Re: Gosport War Memorial Hospital Investigation

Thank you for your letter dated 18<sup>th</sup> December and the enclosures. I understand you have been asked to attend a CHI Investigator's interview on the 11<sup>th</sup> January. I shall be happy to advise you and if you require any further clarification please do not hesitate to contact me or one of my colleagues in my absence on annual leave (which ends on the 7<sup>th</sup> January).

You should view yourself as a witness to the Inquiry. You are there to answer questions of fact and I suspect the investigators will feel particularly interested in the "systems" in place that covered the delivery of healthcare to the Memorial Hospital.

Clearly, the practice as a whole, and particularly Dr Barton, had a significant role to play in this, but as far as you are personally concerned, I understand your involvement to be limited to covering for emergencies in the absence of Dr Barton during normal working hours. I think the questioning is likely to be rather limited because of your small role, but nevertheless you must be prepared to answer questions, particularly about continuity of care. With cross cover of partners; the development of out-of-hours deputising services etc, CHI is likely to be paying close attention to continuity of care, communications between various healthcare professionals and the hospital. You must be prepared to explain the systems in operation as to how you communicate with your partners, make medical records entries etc. I should also point out that you are not obliged to go to a CHI investigation. However, should you fail to attend it is likely the CHI may refer to your refusal to attend in its report. I believe the best way forward

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would be to discuss this by telephone upon my return from annual leave. If any other issues crop up in the meantime, please do contact one of my colleagues, in my absence and they would be happy to assist. Should you need to do this, please contact my secretary in the first instance quoting the file reference number, 150532, and she will arrange for a doctor to speak to you.

Please be assured of our interest.

Yours sincerely

**Code A**

*P7*  
Dr P W Mackenzie  
Medico-Legal Adviser



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31 December 2001

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Dear Dr Brook

Thank-you for your letter, which I have received about your interview on 11<sup>th</sup> January 2002.

I hope you have received, from the Trust, a copy of the Term of Reference for the investigation together with a briefing note for interviewees. I have enclosed a copy of each to ensure that you see them.

All of the issues which may be addressed during your interview will be contained in the Terms of Reference.

As you will see from the Term of Reference, CHI's remit is to look at how good quality of patient care is provided to older people at the trust. CHI aims to conduct interviews in as informal and constructive way as possible.

It may be helpful to stress that CHI is responsible for investigating potential system failures, rather than the care of individual patients as the conduct of those delivering care. Questions at the interview will follow this principle.

Broadly, you will be asked about your role and the systems employed to support good quality care. CHI is also keen to highlight areas of good practice at the Gosport War Memorial Hospital, and to hear any suggestions you may have to improve patient care.

I hope this investigation is helpful I shall be in the office for the rest of this week.

The team look forward to meeting you next week.

Yours sincerely

**Code A**

Julie Miller  
*Investigation Manager*

## Term of Reference

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### Gosport War Memorial Hospital Final TOR 18.10.01

1. Concerns have been raised with CHI about the quality of patient care for older people at the Gosport War Memorial Hospital. These concerns include the following:
  - (i) Arrangements for the administration of drugs
  - (ii) Transfer arrangements for patients between the Gosport War Memorial Hospital and other local hospitals
  - (iii) Responsibility for patient care
  - (iv) The culture in which care is provided
  
2. As a result, in September 2001 CHI decided to undertake an investigation into the management, provision and quality of healthcare for which Portsmouth Healthcare NHS Trust is responsible at the Gosport War Memorial Hospital.
  
3. The investigation will look at whether, since 1998, there had been a failure of trust systems to ensure good quality patient care. The investigation will focus on the following elements within services for older people (inpatient, continuing and rehabilitative care) at Gosport War Memorial Hospital.
  - (i) Staffing and accountability arrangements, including out of hours.
  - (ii) The guidelines and practices in place at the trust to ensure good quality care and effective performance management.
  - (iii) Arrangements for the prescription, administration, review and recording of drugs.
  - (iv) Communication and collaboration between the trust and patients, their relatives and carers and with partner organisations.
  - (v) Arrangements to support patients and their relatives and carers towards the end of the patients life
  - (vi) Supervision and training arrangements in place to enable staff to provide effective care.
  
4. In addition, CHI will examine how lessons to improve care have been learnt across the trust from patient complaints.
  
5. The investigation will also look at the adequacy of the trusts clinical governance arrangements to support inpatient continuing and rehabilitative care for older people.

#### Note:

Gosport War Memorial Hospital is managed by Portsmouth Healthcare NHS Trust and will become part of a Primary Care Trust (PCT) in April 2002.

## **Gosport investigation**

### **Notes for people being interviewed by the CHI team**

These notes are being sent to you with a letter asking you to attend a meeting with the Gosport investigation CHI team. The notes try to answer some of the most common questions people ask about CHI and why there is an investigation.

#### **What is the Commission for Health Improvement (CHI)?**

CHI was established on 1 April 2000, reporting directly to the Secretary of State for Health in England and the National Assembly in Wales. It has been set up to advise the NHS on improving the quality of patient care. CHI has four main functions:

- Reviewing clinical governance arrangements in the NHS. Clinical governance is a framework through which NHS organisations are accountable for continuously improving the quality of their services. CHI will review these arrangements in every Trust and Health Authority (SHA) in England and Wales over the next four years.
- Conducting investigations into serious service failures.
- Monitoring and reviewing the implementation of patient care standards as agreed through National Service Frameworks.
- Providing information for the development of best practice and disseminating clinical governance principles.

#### **What is the team investigating?**

In summary, CHI is looking at the quality of patient care for older people at the Gosport War Memorial Hospital. CHI will focus on continuing and rehabilitative care for inpatients.

The team will be looking at whether, since 1998, the systems the trust has in place to ensure good quality care have failed. CHI will look particularly at:

- Staffing, training and accountability arrangements.
- Arrangements for the administration of drugs.
- The guidelines and practices followed to deliver good quality care.
- How the trust communicates with patients and their relatives and carers, in particular towards the end of life.
- How lessons from previous complaints have been learnt and implemented.

The terms of reference should be enclosed with your letter for interview. Information is also posted on our website ([www.chi.nhs.uk](http://www.chi.nhs.uk)).

#### **How will the investigating team work?**

The investigating team will include a senior doctor, a senior nurse, a senior NHS manager, a lay representative and two investigation managers. CHI employs the investigation managers, but other team members are drawn from the NHS and community outside of the Portsmouth area.

During the investigation the CHI team will arrange to meet medical, nursing and other staff to discuss patient services. They will have relevant background information about

these services beforehand, for example, professional standards and information produced for patients.

CHI has the power to require NHS staff (including those working in general practice) to attend interviews but CHI would rather meet people on a voluntary basis and consult them about what can be learned for the future. Interviewees will not be asked about any allegations of potential negligence or individual conduct in the events that triggered the investigation. Thus they should not feel their personal position is jeopardised by meeting CHI. Our starting point is to look at systems to support the provision of high quality patient care.

There will also be stakeholder meetings where people not involved in the formal investigation may ask to meet the team. By "stakeholder" we mean anyone living or working in the area (including NHS staff and patients).

#### **Can I bring someone with me?**

Although interviews are conducted as informally as possible, they may cause anxiety. You are welcome to have someone with you. This might be a friend, or a member of a trade union or professional organisation, or a colleague. You are not allowed to have legal representation at the meeting. There is no requirement to bring someone with you, but if you do, that person must understand they cannot answer questions on your behalf and that the investigation is in private. They should not therefore disclose what happens during the interview to any one else. You should not bring someone with you who will be interviewed as part of the investigation.

#### **What will happen during the interview?**

Two or three members of the CHI team usually meet each interviewee. They will have specific questions to ask, but you will also have an opportunity to add anything you think is relevant. During the meeting, interviewees will have time to pause and reflect on the questions asked and on their answers.

#### **Confidentiality**

Although statements will not be taken in the form of a word for word record, it will be necessary to take notes of the key points during the interview. Interviews are not recorded. The aim will be to treat information provided in a confidential way, but if we need to quote specific information, we will check the accuracy of that information with you before it is included in the report.

In certain circumstances, CHI may disclose or be required to disclose confidential information (including that contained in notes made during interviews) to other organisations, such as the relevant professional body or the police, in relation to the matters which CHI is investigating.

#### **How is the investigation reported?**

A written report will be made to the Secretary of State for Health. It will be made available to you and other interviewees, and others on request. It will also be published on CHI's website [www.chi.nhs.uk](http://www.chi.nhs.uk)



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**Further information?**

If arrangements for your interview were made through someone at Portsmouth Healthcare NHS Trust, please contact that person in the first place. Additional information can be obtained from the CHI Investigation Manager, Julie Miller

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Code A

November 2001