

Gosport Investigations

Ombudsman Investigation

Mrs Edna Purnell

Summary

Complaint by Code A against GWMH about reasonable medical and nursing care following transfer from Haslar Hospital and excessive doses of morphine.

Ombudsman did not uphold complaints,

“No evidence of unsatisfactory medical nursing care not given excess doses of morphine”

CHRONOLOGY

Oct	1998	Mrs .P falls and breaks hip. Inpatient stay at Haslar. Makes steady recovery
Nov	1998	Transfer to Dryad ward, GWMH
Nov	1998	Code A complained about the level of sedation
Nov	1998	Code A noticed Mrs P dehydrated. Asked for her to be put on a drip, none available and there was a dispute
Nov	1998	Medical Director (care of elderly consultant) reviewed treatment and Mrs P given subcutaneous fluids. Deterioration.
Nov	1998	Instructions given for subcutaneous diamorphine if required
Nov	1998	Code A wrote to Medical Director to complain of care
Dec	1998	Mrs P dies of bronchopneumonia
Jan	1999	CE replied to complaint letter
Feb	1999	Code A met with Medical Director
Sept	1999	Trust arranged for external clinical opinion.
		Code A requested IRP. – Declined by Convener.

Clinical and Nursing Records

Ombudsman’s investigation hindered by some missing nursing records, which had been destroyed following microfilming, largely fluid balance charts.

Ombudsman’s medical advisor reviewed records and considered choice of pain relieving drugs appropriate in terms of drug, doses and administration. All within British National Formulary for Palliative care.

Management of hydration also correct. Ombudsman nursing advisor concerned.

Action taken by Trust

- Admissions Policy- categories of patients more closely defined. Mentions nursing staff to liaise with relatives before formulating action plan.
- Agreed Policy for prevention and management of malnutrition
- Multi professional policy being improved for pain assessment and management.
- New forms for prescription and administration of drugs via a syringe driver.
- Since February 1999, consultant cover on Dryad Ward increased from once a fortnight to once a week.