

Telephone Interview

Code A

28th November 2001 at 3:30 pm

#TEXT **Code A**

#CODEG2Relatives and Carers

Communication with family was appalling. Was rude. St Mary's where she died.

#ENDCODE

#CODEE4Nutrition and Fluids

Nursing notes say not eaten 8 days - no fluid drank. In notes said depressed. Nursing notes say had been sick.

#ENDCODE

#CODEJ2Ward Management

Trust complaints - had a meeting with admitting GP - Nurse Anne Hurst. Trust wrote and apologised.

#ENDCODE

#CODEC1Staff Attitude

Put meals on tray, walk away and came back and took untouched food away.

#ENDCODE

#CODED2Medical Accountability

Day collapsed - didn't call her Doctors in that day.

#ENDCODE

#CODEE1Patint Transfer

Waited all day for mother to be moved. When got to St Mary's had "terrible procedure."

Therefore GWMH neglected her.

#ENDCODE

#CODEC4Organisation of Care

No named nurse

#ENDCODE

#CODEG2Relatives and Carers

Never given impression would not come home - was surely to get back on her feet again.

#ENDCODE

#CODEJ1Trust Management

Complaint - After meeting had lots of apologies. Last letter received - page missing from it.

#ENDCODE

#CODEJ4Ward Lessons

Had they learn a lesson? - no was waffle. Did say have a named nurse from now on.

#ENDCODE

#CODEG2Relatives and Carers

Nurses should keep patients and families up to date. Explain care plan to family.

#ENDCODE

#CODED3Nursing Accountability

Nurses should be checked performing as they should.

#ENDCODE

#CODEE4Nutrition and Fluids

Dietician support needed. Do the paperwork but not helped to eat.

#ENDCODE