

**Ms Karen Woods
Office of the Complaints Convener
c/o Unit 180, Fareham Reach
166 Fareham Road
Gosport
Hants
PO13 0FH**

08 April 2003

Comp/007/2002

PRIVATE AND CONFIDENTIAL

Dr J Rees
The Surgery
Park Lane
Stubbington
PO14 2JP

Dear Dr Rees

Complaint from [Code A] re his late father, [Code A] against Dr J Grocock

Thank you for agreeing to provide me with independent clinical advice, at convening stage, on the above matter. The relevant medical records for the late [Code A] have been requested by the FHS Complaints Office and will be forwarded to you as soon as they have been received.

On reading through the notes, could you let me know if you believe that, given the circumstances, the clinical treatment provided by Dr Grocock is normal practice and would stand up to independent scrutiny?

I should be grateful if you could send me your response via the office at Fareham Reach.

Yours sincerely

Karen Woods
Complaints Convener

ASK
ANN IN
COMPLAINTS if
I can forget
about this now.

Clarification or come back on our response.

Code A COMPLAINT

1. A question for the Hospital Consultant who transferred him. Did he meet the admission criteria for GWMH?

Code A was admitted from home by his GP, Dr Grocock who advised he considered GWMH appropriate place to admit him as he was a generally fit man suffering an acute illness from which full recovery was anticipated. Main requirements on admission were general nursing care and oral antibiotics. Physiotherapy and Occ. Therapy on hand.

2. Answered as per our letter.

3. What evidence is there that the "report" was never acted upon? Does the report contain clear actions and for whom?

As per our response. All investigations requested were completed on 28 January

4. Not clear what this is a ref to? If the notes – do they state specific action and what evidence that it failed to take place?

As per our response

5. Assuming the statement is correct – this is a nursing/medical question

See our response.

6. Where was his father on evening of 31 January? In who's care? What evidence that this situation constitutes "uncared for" given his father's state and clinical needs.....?"

On the ward – see our response 6.

7. Medical/nursing question – our response 7.

8. Assumes a) he was dehydrated b) he needed a hospital to rehydrate c) GWMH failed to provide rehydration ? facts/evidence

Seen by 3 drs on 4 separate occasions and not considered to be dehydrated until 1 February. Biochemistry on 28th not significantly abnormal. On 1st Feb Dr Grocock agreed that his condition had deteriorated since seeing him on 29.1.02 and arranged for him to be transferred.

9. Medical question (subjective statement) - as per 8 above, see our responses 8 and 9.

10. Are we clear what records he refers to? Are they inaccurate in practice? If so – why might this have happened?

Clear what he refers to – some records are inaccurate – we have stated this is below standard we would expect – investigating officer mitigated that ".... Due in some part to pressures on staff..."

11. Is this factually correct – if so why?

Yes – no mention in patient's notes – "busy shift, ward full of high dependency patients and only 4 staff on duty"

1. even amount of time to deal - with it insufficient attempts to deal with him.

2. failure to notice that he was not taking enough liquid - crisis of liver mean he will not want to take fluids. Also dehydration meant he did not hear request for fluids/tea.

hit down badly - understand the MTR. environment

Items food + fluids given despite all by water sign on wall
no explanation.

also word post standard. food / juice containers /
poor / unacceptable hygiene by nursing.

all by water was wrong.

to separate between the deal with this - taking every step
that it will not happen again.

We do not say this.
poor personal / customer care by nursing on
the day - attitude

poor communication - Numan-Gil, it need do
him to create trust. ? which is pastoral.

Maintains her father's condition upon transfer with extreme
at point of transfer. Failure to note his concern
at his rapidly deteriorating status.