



Code A

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Alan Pickering
 The Chief Executive
 Fareham & Gosport PCT
 Unit 180 Fareham Reach
 166 Fareham Road
 Gosport
 Hants, PO13 0FH

02 January 2003

Dear Sir,

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Thank you for your letter of 5 December 02 referring to the meeting which took place with you at Fareham Reach on 27 November 02 (not 16 August 02 as stated in the first paragraph of your letter).

I found the meeting useful in addressing the number of concerns I had. I am however sorry that you were unable to allocate sufficient time for this meeting. You told me this was because you were not aware that it would take so long. Yet at the meeting I was told that the reasons for the delay in response to my complaint was that it was a complex complaint. It saddens me therefore that this was not communicated to you when the diary date was made.

I acknowledge your endorsement of the apology made by Ms Cameron over the length of time it has taken to process my complaint, which has been painfully slow. I welcome the action plan you enclosed, and I hope the content is actioned and continually monitored. I do not believe that it addresses all of the issues however.

After consideration of the content of your letter as well as our meeting I still remain dissatisfied with the majority of the responses made to the various complaints. I feel that the responses are so 'light weight' that I have serious concerns over Gosport & Fareham PCT's complaints investigation process. I therefore request an Independent Review and would like the Convenor to consider the following:

1. The conduct of the local resolution process.

- Why was there a failure to keep in contact with me?
- What did the complaint investigation prove complex, when specific questions were carefully put?
- Why were telephone calls not documented and responded to?
- Why was I not informed of the delay if this proved a complex complaint?
- Why was there a lengthy delay in setting up the meeting?

- Why was there then such a short time-scale when complainant notified about the meeting date?
- Why was there no expression of regret that the other dates had passed?
- The failure to explain the next step for me if I remain dissatisfied with your response that I am able to request and Independent Review of my complaint.
- The Trusts decision to hold on to my initial request for Independent Review until our meeting had taken place.
- The Complaints Manager statement that refusal to agree to a meeting had caused a further delay.
- I remain dissatisfied with the NHS Complaints system operated by the Trust and I do not believe it will learn from the mistakes made with my complaint.
- There is so many of my original complaints not answered properly, or at all that I feel totally dissatisfied with the PCT's investigation process which I consider to be flawed.

2. Medical Care

- Failure of GP to examine **Code A** prior to choosing place of admission?
- Failure to undertake a full neurological assessment to find reasons for falls?
- Failure to medically record bruising.
- Failure to diagnose and actively treat dehydration.
- Failure to immediately transfer **Code A** to an acute unit when Liver disease had been diagnosed.
- Failure to detect the onset of abdominal pain.
- Length of time taken to transfer patient once decision had been made.

3. Nursing Care

- Failure of nursing staff to adequately document clinical information.
- Uncaring of patient needs.
- Complaint investigation of nursing staff inaccurate Nurse recall the events on 31 January yet have no valid record.
- Why patient was starved prior to ultrasound examination.
- Failure of nursing staff to understand how ill **Code A** was and need to transfer to acute unit and failure to use 999 Ambulance service to transfer to QA.

I wish to reassure the Convenor that I do not intend to instigate legal proceedings.

Yours sincerely,

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