

File.

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

Comp/007/2002

13th June 2003**PRIVATE AND CONFIDENTIAL**

Mr Ian Piper
Chief Executive
Fareham and Gosport Primary Care Trust
Unit 180, Fareham Reach
166 Fareham Road
Gosport

Dear Ian

Request for Independent Review **Code A**

I am writing further to my **Code A** request that an Independent Review panel be established to consider his complaint against the PCT and Dr Grocock. I am sorry there has been a delay in bringing this matter to a conclusion.

I have refused **Code A** request and I enclose a copy of my letter to him.

Yours sincerely

Ms Karen Woods
Complaints Convener

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13th June 2003

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Dr J Grocock
The Surgery
1 Rowner Road
Gosport
Hants
PO13 9UA

Dear Dr Grocock

Request for Independent Review (Mr G Duggan re the late Mr A Duggan)

I am writing further to Mr Duggan's request that an Independent Review panel be established to consider his complaint against you. I am sorry there has been a delay in bringing this matter to a conclusion.

I have refused Mr Duggan's request and I enclose a copy of my letter to him.

Yours sincerely

Ms Karen Woods
Complaints Convener

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13th June 2003

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Mr G Duggan

Code A

Dear Mr Duggan

I am writing further to my letter to you of February 26 2003, following your request that an independent review panel be established to consider your two separate complaints against Dr Grocock and the Gosport War Memorial Hospital. Please accept my apologies for the time taken to bring this matter to a conclusion.

I have now had the opportunity to consult with an independent lay chair, nominated by the Secretary of State, as well as an independent clinical adviser. We have reviewed the correspondence and all the available information.

In considering your request for an independent review of your complaint, I am obliged to take into account whether such a review would significantly add to the process which has already taken place. I am also obliged to consider whether the clinicians concerned have taken all appropriate action that is practicably possible in the circumstances.

The Lay Chair and I are very sympathetic to the difficulties which you have faced. However, we have deliberated very carefully over the information related to your complaint and after careful consideration I have decided to reject your request that independent review panels be established to consider either of the complaints.

My reasons for doing so follow:

We consider your specific concerns about the care of your father at the Gosport War Memorial Hospital have been fully addressed by the hospital. In addition, the Primary Care Trust has set up new procedures to further improve care.

Your complaints about the time taken to deal with these matters are outside the scope of this procedure. However, I note that the Trust have apologised to you for the delays and am aware that the complaints policy and process have been reviewed.

Turning now to your complaint against Dr Grocock, the Lay Chair and I have sought independent clinical advice from a GP who is experienced in these matters. We have taken her opinions into account while preparing this letter.

Specifically, you asked for certain matters to be considered:

Why did Dr Grocock continue to prescribe Cypoterone Acetate 100mgs tds over a four year period? Was this a suitable time span or was it because of his lack of knowledge of the long-term effects of the drug?

This drug was prescribed by Dr Grocock on the recommendation of doctors at Haslar Hospital who were reviewing Mr Duggan senior and monitoring his blood. The risk was discussed with Mr Duggan senior at an appointment in July 2001, The notes record his intention to continue with the drug.

Why did the GP fail to check Mr Duggan senior's PSA level and carry out liver function tests?

Dr Grocock would normally have responsibility to monitor treatment he was prescribing but Haslar stated they were monitoring blood tests regularly.

Why did the GP fail to act on written instructions from Haslar Hospital on a letter dated 26 May 1999 to stop Cyproterone in six weeks?

The GP has admitted this was a mistake and that the note in handwriting was missed and has apologised for that mistake.

Why did the GP issue double prescriptions over a three month period from October 2001 to December 2001?

We have been advised, it is normal practice to issue prescriptions with two months supply. However, Dr Grocock has set up new systems to monitor repeat prescriptions.

Why did the GP fail to monitor Mr Duggan senior for flu vaccinations and over 75 health check?

Dr Grocock has explained Mr Duggan senior had not requested these services. New procedures are now in place to encourage more elderly people to request these checks.

In summary, the clinical adviser considered that Dr Grocock acted in a reasonable manner and his responses and explanations stand up to independent scrutiny.

I know that you will be disappointed at my decision, but hope that you will be satisfied that a full investigation into the concerns you raised has now taken place.

However, if you are unhappy with the decision that has been made, the regulations do allow you to exercise your right to refer your complaint to the Health Service Ombudsman. If you wish to do this you should write to:

The Health Service Ombudsman
11th Floor Millbank Tower
Millbank
London SW1P 4QP

Telephone: Code A

Once again I would like to offer my apologies for the time it has taken to bring this matter to a conclusion.

Yours sincerely

Ms Karen Woods