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Mrs R Carby

Code AJP/svn
30 May 2002
2264

Dear Mrs Carby

Thank you for coming to meet with Dr Lord and myself on Wednesday 22 May 2002. You were accompanied by your daughter Lucinda.

I asked you to outline, for us, your concerns in relation to the care of your late husband. Your ongoing anxieties were that;-

Mr Carby suddenly collapsed and died within 24 hours of transfer from Royal Hospital Haslar and Daedalus Ward.

Why the ward staff failed to contact you during the night when it was noticed that your late husband was restless.

Why Mr Carby was moved from a 4-bedded room to a single room without consulting yourself.

What were the three forms you signed when collecting personal belongings from the Patient Affairs Office.

Dr Lord explained the possible reasons for moving your late husband and the probable reasons for his sudden deterioration and subsequent death.

I apologised that staff had not contacted you during the night to help settle your late husband, or in your perception, early enough in the morning for you and the family members to be with Mr Carby before he lost consciousness.

We discussed the management, reasons and benefits of using a syringe driver to prevent pain breakthrough.

Dr Lord and myself talked you and Lucinda through the Health Records for Mr Carby's short period of time on Daedalus Ward. I trust we were able to answer your questions satisfactorily.

You raised concerns over three forms you had signed when attending the Patient Affairs Office as you were unable to recall what was the purpose of these forms. The Patient Affairs Officer was able to locate the forms which all referred to your late husband's personal possessions. I hope this information has resolved your anxiety over this concern.

Your access request included the health records from Royal Hospital Haslar. I am pleased to be able to tell you that they have now arrived and we are in the process of requesting consent from the health professionals involved.

I need to advise you that one of the Consultants will not be available until the 10th June 2002, which may lead to an unfortunate delay. If there is likely to be any further delay in relation to this part of the record I propose to send you all that we have consent for and the remaining notes as soon as consent is received.

I trust the meeting helped to resolve your anxiety. Please contact me if there is anything more I can do to assist you.

Yours sincerely

Jan Peach (Mrs)
Service Manager
Community Hospitals