

103-105 Bunhill Row  
London EC1Y 8TG



14<sup>th</sup> December 2001

[name]  
[address 1]  
[address 2]  
[address 3]

Dear **[INSERT NAME]**

### **CHI INVESTIGATION AT GOSPORT WAR MEMORIAL HOSPITAL**

I would be grateful if you could attend an interview with two members of the CHI Investigation team.

Enclosed is an information sheet for interviewees together with the Term of Reference for the Investigation.

For reasons of confidentiality, as an ex-employee, this letter has been forwarded to you by the trust

Your interview will take place on [DATE] at [TIME] in [ROOM].

If you have any questions on CHI's process, not addressed by the information sheet, please contact me on the above number. Any questions about the scheduling of the interview should be addressed to [Caroline Harrington on [number]]

Yours sincerely

Julie Miller

## **Gosport investigation**

### **Notes for people being interviewed by the CHI team**

These notes are being sent to you with a letter asking you to attend a meeting with the Gosport investigation CHI team. The notes try to answer some of the most common questions people ask about CHI and why there is an investigation.

#### **What is the Commission for Health Improvement (CHI)?**

CHI was established on 1 April 2000, reporting directly to the Secretary of State for Health in England and the National Assembly in Wales. It has been set up to advise the NHS on improving the quality of patient care. CHI has four main functions:

- Reviewing clinical governance arrangements in the NHS. Clinical governance is a framework through which NHS organisations are accountable for continuously improving the quality of their services. CHI will review these arrangements in every Trust and Health Authority (SHA) in England and Wales over the next four years.
- Conducting investigations into serious service failures.
- Monitoring and reviewing the implementation of patient care standards as agreed through National Service Frameworks.
- Providing information for the development of best practice and disseminating clinical governance principles.

#### **What is the team investigating?**

In summary, CHI is looking at the quality of patient care for older people at the Gosport War Memorial Hospital. CHI will focus on continuing and rehabilitative care for inpatients.

The team will be looking at whether, since 1998, the systems the trust has in place to ensure good quality care have failed. CHI will look particularly at:

- Staffing, training and accountability arrangements.
- Arrangements for the administration of drugs.
- The guidelines and practices followed to deliver good quality care.
- How the trust communicates with patients and their relatives and carers, in particular towards the end of life.
- How lessons from previous complaints have been learnt and implemented.

The terms of reference should be enclosed with your letter for interview. Information is also posted on our website ([www.chi.nhs.uk](http://www.chi.nhs.uk)).

#### **How will the investigating team work?**

The investigating team will include a senior doctor, a senior nurse, a senior NHS manager, a lay representative and two investigation managers. CHI employs the investigation managers, but other team members are drawn from the NHS and community outside of the Portsmouth area.

During the investigation the CHI team will arrange to meet medical, nursing and other staff to discuss patient services. They will have relevant background information about

these services beforehand, for example, professional standards and information produced for patients.

CHI has the power to require NHS staff (including those working in general practice) to attend interviews but CHI would rather meet people on a voluntary basis and consult them about what can be learned for the future. Interviewees will not be asked about any allegations of potential negligence or individual conduct in the events that triggered the investigation. Thus they should not feel their personal position is jeopardised by meeting CHI. Our starting point is to look at systems to support the provision of high quality patient care.

There will also be stakeholder meetings where people not involved in the formal investigation may ask to meet the team. By "stakeholder" we mean anyone living or working in the area (including NHS staff and patients).

#### **Can I bring someone with me?**

Although interviews are conducted as informally as possible, they may cause anxiety. You are welcome to have someone with you. This might be a friend, or a member of a trade union or professional organisation, or a colleague. You are not allowed to have legal representation at the meeting. There is no requirement to bring someone with you, but if you do, that person must understand they cannot answer questions on your behalf and that the investigation is in private. They should not therefore disclose what happens during the interview to any one else. You should not bring someone with you who will be interviewed as part of the investigation.

#### **What will happen during the interview?**

Two or three members of the CHI team usually meet each interviewee. They will have specific questions to ask, but you will also have an opportunity to add anything you think is relevant. During the meeting, interviewees will have time to pause and reflect on the questions asked and on their answers.

#### **Confidentiality**

Although statements will not be taken in the form of a word for word record, it will be necessary to take notes of the key points during the interview. Interviews are not recorded. The aim will be to treat information provided in a confidential way, but if we need to quote specific information, we will check the accuracy of that information with you before it is included in the report.

In certain circumstances, CHI may disclose or be required to disclose confidential information (including that contained in notes made during interviews) to other organisations, such as the relevant professional body or the police, in relation to the matters which CHI is investigating.

#### **How is the investigation reported?**

A written report will be made to the Secretary of State for Health. It will be made available to you and other interviewees, and others on request. It will also be published on CHI's website [www.chi.nhs.uk](http://www.chi.nhs.uk)

**Further information?**

If arrangements for your interview were made through someone at Portsmouth Healthcare NHS Trust, please contact that person in the first place. Additional information can be obtained from the CHI Investigation Manager, Julie Miller

**Code A****Code A**

November 2001

## Terms of reference

1. Concerns have been raised with CHI about the quality of patient care for older people at the Gosport War Memorial Hospital. These concerns include the following:
  - (i) Arrangements for the administration of drugs
  - (ii) Transfer arrangements for patients between the Gosport War Memorial Hospital and other local hospitals
  - (iii) Responsibility for patient care
  - (iv) The culture in which care is provided
  
2. As a result, in September 2001 CHI decided to undertake an investigation into the management, provision and quality of healthcare for which Portsmouth Healthcare NHS Trust is responsible at the Gosport War Memorial Hospital.
  
3. The investigation will look at whether, since 1998, there had been a failure of trust systems to ensure good quality patient care. The investigation will focus on the following elements within services for older people (inpatient, continuing and rehabilitative care) at Gosport War Memorial Hospital.
  - (i) Staffing and accountability arrangements, including out of hours.
  - (ii) The guidelines and practices in place at the trust to ensure good quality care and effective performance management.
  - (iii) Arrangements for the prescription, administration, review and recording of drugs.
  - (iv) Communication and collaboration between the trust and patients, their relatives and carers and with partner organisations.
  - (v) Arrangements to support patients and their relatives and carers towards the end of the patients life
  - (vi) Supervision and training arrangements in place to enable staff to provide effective care.
  
4. In addition, CHI will examine how lessons to improve care have been learnt across the trust from patient complaints.
  
5. The investigation will also look at the adequacy of the trusts clinical governance arrangements to support inpatient continuing and rehabilitative care for older people.

### Note:

Gosport War Memorial Hospital is managed by Portsmouth Healthcare NHS Trust and will become part of a Primary Care Trust (PCT) in April 2002.

## Staff List

13/12/2001

Name	Surname	Title	Address	Address Line 2	Address Li	Postcode	Day of Inte	Date of Inte	Time of	CHI Let
Max	Millett	Chief Executive	Trust Central Office	St James' Hospital	Portsmouth		Monday	7 January	12:45	No
Anne	Monk	Chairman	Trust Central Office	St James' Hospital	Portsmouth		Monday	7 January	12:45	No
Dr Ian	Reid	Medical Director	Department of Elderly Medicine	QA Hospital	Cosham		Monday	7 January	12:45	No
Peter	King	Personnel Director	Trust Central Office	St James' Hospital	Portsmouth		Monday	7 January	14:00	No
Eileen	Thomas	Nursing Director	Trust Central Office	St James' Hospital	Portsmouth		Monday	7 January	14:00	No
Jeff	Watling	Chief Pharmacist					Monday	7 January	14:00	No
Althea	Lord	Consultant					Monday	7 January	15:30	No
	Code A	Corporate Risk Advisor	Trust Central Office	St James' Hospital	Portsmouth		Monday	7 January	15:30	No
Ian	Piper	Operational Director	Trust Central Office	St James' Hospital	Portsmouth		Monday	7 January	15:30	No
Steve	King	Clinical Risk Advisor	Personnel Department	St James' Hospital	Portsmouth		Monday	7 January	16:30	No
Lesley	Humphrey	Quality Manager					Monday	7 January	16:30	No
David	Lee	Complaints Convenor					Monday	7 January	16:30	No
Dr David	Jarrett	Lead Consultant, Elderly	Department of Elderly Medicine	QA Hospital	Cosham	PO6 3LY	Tuesday	8 January	09:30	No
Dr Vicki	Banks	Lead Consultant, F&G E	Gosport War Memorial Hospital	Bury Road	Gosport	PO12 3PW	Tuesday	8 January	09:30	No
Fiona	Cameron	General Manager	F&G Divisional Office	The Potteries, Wickham R	Fareham	PO16 7ET	Tuesday	8 January	09:30	No
Bill	Hooper	Project Director	AMH Reprovision, Estates Dept.	St James' Hospital	Portsmouth	PO4 8LD	Tuesday	8 January	09:30	No
Barbara	Robinson	Deputy General Manager	Department of Elderly Medicine	QA Hospital	Cosham	PO6 3LY	Tuesday	8 January	10:30	No
Jane	Williams	Nurse Consultant	Department of Elderly Medicine	QA Hospital	Cosham	PO6 3LY	Tuesday	8 January	10:30	No
Barbara	Melrose	Project Manager - Compl	Trust Central Office	St James' Hospital	Portsmouth	PO4 8LD	Tuesday	8 January	12:00	No
Jo	O'Dell	Practice Development Fa	Petersfield Community Hospital	Swan Street	Petersfield	GU32 3LB	Thursday	10 January	09:30	No
Jane	Parvin	Senior Personnel Manag	F&G Divisional Office	The Potteries, Wickham R	Fareham	PO16 7ET	Thursday	10 January	09:30	No
Philip	Beed	Clinical Manager	Daedalus Ward	Gosport War Memorial Ho	Bury Road,	PO12 3PW	Tuesday	8 January	12:00	No
Pat	Wilkins	Senior Staff Nurse (Day)	Daedalus Ward	Gosport War Memorial Ho	Bury Road,	PO12 3PW	Tuesday	8 January	12:00	No
Debbie	Hunt	Staff Nurse	Daedalus Ward	Gosport War Memorial Ho	Bury Road,	PO12 3PW	Tuesday	8 January	13:45	No
Linda	Woods	Staff Nurse	Daedalus Ward	Gosport War Memorial Ho	Bury Road,	PO12 3PW	Tuesday	8 January	13:45	No
Dr Jane	Barton	Consultant	Knapman Practice	148 Forton Road	Gosport	PO12 3HH	Tuesday	8 January	13:45	Yes
Marilyn	Barker	Enrolled Nurse	Daedalus Ward	Gosport War Memorial Ho	Bury Road,	PO12 3PW	Tuesday	8 January	14:45	No
Linda	Baldacchin	HCSW	Daedalus Ward	Gosport War Memorial Ho	Bury Road,	PO12 3PW	Tuesday	8 January	14:45	No
Angela	Wilson	Senior Staff Nurse (Night)	Daedalus Ward	Gosport War Memorial Ho	Bury Road,	PO12 3PW	Tuesday	8 January	12:00	No
Sue	Nelson	Night Staff Nurse	Daedalus Ward	Gosport War Memorial Ho	Bury Road,	PO12 3PW	Wednesda	9 January	09:30	No
Dr	Yikona	Staff Grade Physician	Gosport War Memorial Hospital	Gosport	Hants	PO12 3PW	Wednesda	9 January	09:30	No
Christine	Joice	Staff Nurse	17 Martello Close	Gosport	Hants	PO12 2TD	Wednesda	9 January	09:30	No
	Code A	HCSW		Code A			Wednesda	9 January	09:30	No
Dr	Ravindran	Consultant	Dryad Ward	Gosport War Memorial Ho	Bury Road,	PO12 3PW	Wednesda	9 January	10:30	No
Dr	Qureshi	Consultant	Dryad Ward	Gosport War Memorial Ho	Bury Road,	PO12 3PW	Wednesda	9 January	10:30	No
Gill	Hamblin	Clinical Manager (Day)	Dryad Ward	Gosport War Memorial Ho	Bury Road,	PO12 3PW	Wednesda	9 January	10:30	No
Ginny	Day	Senior Staff Nurse (Day)	Dryad Ward	Gosport War Memorial Ho	Bury Road,	PO12 3PW	Wednesda	9 January	10:30	No
Debbie	Barker	Staff Nurse	Dryad Ward	Gosport War Memorial Ho	Bury Road,	PO12 3PW	Wednesda	9 January	12:00	No
Lynn	Barrett	Staff Nurse	Dryad Ward	Gosport War Memorial Ho	Bury Road,	PO12 3PW	Wednesda	9 January	12:00	No
	Code A		Dryad Ward	Gosport War Memorial Ho	Bury Road,	PO12 3PW	Wednesda	9 January	12:00	No
Anita	Tubbitt	Senior Staff Nurse (Night)	Dryad Ward	Gosport War Memorial Ho	Bury Road,	PO12 3PW	Wednesda	9 January	12:00	No
Margaret	Wigfall	Night Enrolled Nurse	Dryad Ward	Gosport War Memorial Ho	Bury Road,	PO12 3PW	Wednesda	9 January	13:45	No

## Staff List

13/12/2001

Name	Surname	Title	Address	Address Line 2	Address Li	Postcode	Day of Inte	Date of Inte	Time of	CHI Let
Shirley	Hallman	Senior Staff Nurse	38 Newtown	Portchester	Hants	PO16 8BE	Wednesda	9 January	13:45	No
Ann	Haste	Clinical Manager (Day)	Sultan Ward	Gosport War Memorial Ho	Bury Road,	PO12 3PW	Wednesda	9 January	13:45	No
Katie	Mann	Senior Staff Nurse (Day)	Sultan Ward	Gosport War Memorial Ho	Bury Road,	PO12 3PW	Wednesda	9 January	14:45	No
Tina	Douglas	Staff Nurse	Sultan Ward	Gosport War Memorial Ho	Bury Road,	PO12 3PW	Wednesda	9 January	14:45	No
Yong	Pease	Staff Nurse	Sultan Ward	Gosport War Memorial Ho	Bury Road,	PO12 3PW	Wednesda	9 January	14:45	No
<b>Code A</b>		HCSW (Day)	Sultan Ward	Gosport War Memorial Ho	Bury Road,	PO12 3PW	Thursday	10 January	09:30	No
		HCSW (Night)	Sultan Ward	Gosport War Memorial Ho	Bury Road,	PO12 3PW	Tuesday	8 January	10:30	No
Fiona	Walker	Senior Staff Nurse (Night)	Sultan Ward	Gosport War Memorial Ho	Bury Road,	PO12 3PW	Thursday	10 January	14:45	No
Jo	Dunleavy	Staff Nurse (Night)	Sultan Ward	Gosport War Memorial Ho	Bury Road,	PO12 3PW	Thursday	10 January	09:30	No
Diane	Law	Patient Affairs Manager	Gosport War Memorial Hospital	Bury Road	Gosport, H	PO12 3PW	Thursday	10 January	10:30	No
Joan	Lock	Sister	27 Hollam Crescent	Titchfield	Hants	PO14 3DT	Thursday	10 January	10:30	Yes
James	Hair	Chaplain	Gosport War Memorial Hospital	Bury Road	Gosport, H	PO12 3PW	Thursday	10 January	10:30	No
Teresa	Jones	Ward Clerk	Daedalus Ward	Gosport War Memorial Ho	Bury Road,	PO12 3PW	Thursday	10 January	10:30	No
<b>Code A</b>		Porter	Gosport War Memorial Hospital	Bury Road	Gosport, H	PO12 3PW	Thursday	10 January	12:00	No
Shirley	Dunleavy	Physiotherapist	Gosport War Memorial Hospital	Bury Road	Gosport, H	PO12 3PW	Thursday	10 January	12:00	No
<b>Code A</b>		Physio Assistant	Gosport War Memorial Hospital	Bury Road	Gosport, H	PO12 3PW	Thursday	10 January	12:00	No
Shelly	Brind	Occupational Therapist	Gosport War Memorial Hospital	Bury Road	Gosport, H	PO12 3PW	Thursday	10 January	12:00	No
Patrick	Carroll	Occupational Therapist	Gosport War Memorial Hospital	Bury Road	Gosport, H	PO12 3PW	Thursday	10 January	13:45	No
Catherin	Philips	Speech & Language The	2 Stonecrop Close	Locks Heath	Southampt	SO31 6AY	Thursday	10 January	13:45	Yes
Rosemar	Crane	Senior Dietitian	Wickham Cottage	Winchester Road	Wickham	PO17 5ES	Thursday	10 January	13:45	Yes
<b>Code A</b>		Pharmacist	Gosport War Memorial Hospital	Bury Road	Gosport, H	PO12 3PW	Friday	11 January	09:30	Yes
Jo	Taylor	Senior Nurse	Phoenix Day Ward	Gosport War Memorial Ho	Bury Road,	PO12 3PW	Friday	11 January	09:30	No
Jerry	Clasby	Senior Nurse	Collingwood Ward	Gosport War Memorial Ho	Bury Road,	PO12 3PW	Friday	11 January	09:30	No
Dr	Beasley	The Surgery	Knapman Practice	148 Forton Road	Gosport	PO12 3HH	Thursday	10 January	14:45	Yes
Dr	Brook	The Surgery	Knapman Practice	148 Forton Road	Gosport	PO12 3HH	Thursday	10 January	14:45	Yes
Jan	Peach	Service Manager	Gosport War Memorial Hospital	Bury Road	Gosport, H	PO12 3PW	Tuesday	8 January	10:30	No