

**Hampshire** **NHS**  
Primary Care Trust

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Email Address: Code A

15 December 2008

**PRIVATE AND CONFIDENTIAL**

Ms Nita Cook

**Code A**

Dear Ms Cook

Thank you for your letter dated 8 December 2008, regarding the Out of Hours service provided by Gosport War Memorial Hospital on 3 December 2008.

I understand you have spoken to Code A Customer Services Officer for Hampshire Primary Care Trust (PCT), and that you are happy for your complaint to be forwarded to Portsmouth City Teaching PCT, who provide the Out of Hours service at Gosport War Memorial Hospital.

Consequently, I can assure you that I have written to Tracy Sanders, Chief Executive for Portsmouth City Teaching PCT and requested that she arrange for an investigation of the issues raised and respond to you directly. I have further requested that I receive a copy of that response.

Thank you for bringing this matter to our attention. I trust your concerns will be satisfactorily resolved.

Yours sincerely

**Code A**

Gareth Cruddace  
Chief Executive

cc **Code A** OH Service Co-ordinator, Portsmouth City Teaching PCT

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15 December 2008

**PRIVATE AND CONFIDENTIAL**

Ms Tracy Sanders  
Chief Executive  
Portsmouth City Teaching PCT  
Trust Headquarters  
St James' Hospital  
Locksway Rd , Milton  
Portsmouth  
Hants PO4 8LD

Dear Tracy,

I enclose self-explanatory correspondence from Ms Nita Cook, regarding her concerns involving the Out of Hours service provided by Gosport War Memorial Hospital on 3 December 2008.

Could you please arrange for Ms Cook's concerns to be investigated and respond to her directly. We would appreciate a copy of your response for our records.

I understand Our Customer Services Team have already spoken to **Code A** OOH Service Co-ordinator at Portsmouth City Teaching PCT in relation to this matter.

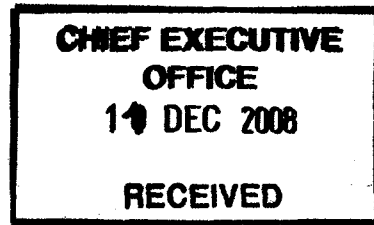
Thank you in anticipation of your assistance in this matter.

Yours sincerely

**Code A**

Gareth Cruddace  
Chief Executive

cc **Code A**

**Code A**

34 Laurel Gardens  
Locks Heath  
Southampton  
Hampshire  
SO31 6QH

Tel: **Code A**  
Mob:

Mr Gareth Cruddace  
Chief Executive  
Hampshire Primary Care Trust  
Headquarters  
Omega House  
112 Southampton Road  
Eastleigh  
Hampshire SO50 5PB

8 December 2008

Dear Mr Cruddace

I am writing with regard to an incident that occurred on Wednesday, 3 December 2008.

My daughter, Sarah, (aged 13) was given a prescribed drug called 'Metoclopramide' by our GP and after 24 hours of taking it she had an adverse reaction to it during Wednesday evening. Naturally, I called the Out of Hours Service and after giving details over the telephone of my daughter's symptoms a Doctor then called me back straight away from Gosport War Memorial Hospital in Gosport. After describing her symptoms to the Doctor he said it sounded as though she had a severe reaction to the Metoclopramide which was referred to as 'Acute Ocular Distonia' which turned out to be the correct diagnosis.

He told me to bring my daughter down to Gosport War Memorial Hospital where he would administer an antidote to the drug Metoclopramide which would clear the symptoms. Obviously, I am not medically trained and trusted the Doctor's judgement so I did as he requested.

At the time I spoke to the Doctor my daughter's symptoms only affected her jaw, however, whilst on route to the Gosport War Memorial Hospital my daughter's symptoms worsened and it was extremely distressing for her and myself particularly as I was alone in the car with her and it was difficult for me to comfort her as I was driving. I'm sure the Doctor would have been aware that this condition could and probably would worsen as time went on and he should have informed me of that fact and certainly should not have advised me to go to the Gosport War Memorial Hospital at all let alone without anyone else in support.

We arrived at the Gosport War Memorial Hospital at approximately 8.15 p.m. where my daughter was seen by a Doctor who advised that they **did not** have the antidote available at the Hospital afterall?! My daughter's condition was becoming much

worse and she felt as though she could not breathe and the Doctor rang 999 for an ambulance. In the meantime, he asked me to go to the local Chemist and obtain the antidote (?) Naturally, although not wishing to leave my daughter, she needed the antidote so I left for the Chemist. Unfortunately, not knowing the area and as it was dark, I quickly became lost. However, I managed to find my way back to the hospital albeit without the antidote. Fortunately, another patient who was waiting to be seen very kindly offered to collect the prescription for my daughter as he knew the area. In the meantime, the Doctor rang to see the whereabouts of the ambulance as it was taking an extraordinarily long time to arrive. I believe he did this at least twice?!

The ambulance eventually arrived as the gentleman returned from the Chemist with the antidote which they administered to my daughter before she was put into the ambulance and taken to QA Hospital, Cosham. This was around 9.45 p.m.

Firstly, I would like to say that I should not have been told to go to the Gosport War Memorial Hospital at all under the circumstances but the Doctor having told me to do so should have made sure that there were stocks of the antidote available because had I known that there was no antidote available I could have gone directly to an A & E at a proper fully equipped hospital or called an ambulance myself and this would have saved my daughter from having to endure the symptoms of Acute Ocular Distonia for the length of time that she did.

Furthermore, I should not have been asked to leave my daughter who was in obvious distress to pick up a prescription for the antidote and also I would like a full explanation as to why the ambulance took almost an hour to get to the Gosport War Memorial Hospital despite being requested as an emergency particularly when there is an Ambulance Station within view of the hospital itself?

I am appalled and incredulous that the above events took place. I have a complete lack of faith in the medical profession and feel that they have let my daughter down badly. My daughter is still suffering some discomfort in her neck/shoulder/back muscles as a result of this reaction to the medication which may not have been the case had she been given the antidote sooner. I certainly shall not go to the Gosport War Memorial Hospital again.

I have to say that I think that it is ridiculous that anyone in Locks Heath and immediate surrounding areas should have to travel to Gosport to be seen by a Doctor and furthermore, the Hospital is an Out of Hours Service for a vast area and as such they should have adequate supplies of ALL MEDICINES should the need arise and should not be running if they do not as the next time it could cost someone their life!

I appreciate that the Doctor who attended to my daughter at Gosport War Memorial Hospital tried his best once we were there but we should never have been placed in that position.

The situation was a total unmitigated disaster and extremely distressing for my daughter and I. I should like to know if a Clinical Incident Report was lodged as I understand that in such events this procedure should have been carried out and I would like a full explanation for what happened.

Yours sincerely

**Code A**

Nita Cook

**Craig, Liz**

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**From:** Code A  
**Sent:** 12 December 2008 16:05  
**To:** Craig, Liz  
**Subject:** Complaint re Out of Hours

Dear Liz

Just to confirm, Portsmouth City PCT have confirmed that they will register Mrs Cook's letter as a complaint and investigate the concerns she has raised. As previously mentioned, I have spoken to Mrs Cook who was happy for me to proceed with this course of action.

I would be grateful if you could now respond to Mrs Cook confirming the actions we have taken.

Many thanks.

Regards

**Code A**

Customer Services Officer  
Hampshire Primary Care Trust  
Aldershot Centre for Health  
Hospital Hill  
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Working hours 8-5pm Mon; Tue; Thur; Friday.

\*\*Please note new contact details

15/12/2008