

01 November 2001

Mrs Marjorie Bulbeck

**Code A**

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Direct Dial: **Code A**  
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Dear Mrs Bulbeck

### Investigation by the Commission for Health Improvement

Thank-you for your recent contact with the Commission for Health Improvement (CHI). I have attached an information sheet, which will give you some additional background into the investigation at the Gosport War Memorial Hospital.

As explained in the information sheet there are four ways in which you can contact us, you can either;

- I. Telephone us to make an appointment for a face to face interview on 21<sup>st</sup> November in Gosport or 22<sup>nd</sup> November in Portsmouth.
- II. Speak to a member of the team over the phone
- III. Write to me outlining your comments
- IV. Completing the enclosed questionnaire and returning it to our freepost address.

Contact details are included in the information sheet. If you should want to make an appointment with the investigation team then please contact Kellie Rehill, Investigation Coordinator, **Code A** by Friday 9<sup>th</sup> November.

Many thanks for your interest in the Commission for Health Improvement's work.

Yours sincerely

**Code A**

Julie Miller  
Investigations Manager

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## Gosport Investigation Information Sheet

### Introduction

The Commission for Health Improvement (CHI) is undertaking an investigation into the provision and quality of the care provided to older people at the Gosport War Memorial Hospital, which is managed by the Portsmouth Healthcare NHS Trust. This *Information Sheet* has been written for people living and working in the area (including NHS staff and patients) to inform them about:

- The Commission for Health Improvement (CHI)
- What CHI is investigating
- How the CHI Investigation Team will work
- How you can contact the CHI Investigation Team

### The Commission for Health Improvement (CHI)

The Commission for Health Improvement was set up in April 2000, reporting directly to the Secretary of State for Health in England and the National Assembly in Wales. Its role is to advise the NHS on improving the quality of patient care. One way CHI does this is by investigating matters of public concern in the NHS. It is for this reason that an investigation is taking place at the Gosport War Memorial Hospital.

### How the CHI Investigation Team will work

The CHI Investigation Team includes a doctor specialising in elderly medicine, a nurse director experienced in elderly care, a senior NHS manager, a lay person, a therapist and two CHI investigation managers. CHI employs the investigation managers but other members of the team come from the NHS and community outside of the Portsmouth area.

During the investigation, we will meet local people, medical, nursing and other staff to discuss patient services. The team will have background information about these services beforehand, for example, professional standards staff work to and information available for patients.

### What is CHI investigating?

We are looking at the services provided by the Gosport War Memorial Hospital for the rehabilitation and continuing care of older people from 1998 until the present day. This care may have been received in Daedalus, Dryad or Sultan wards and will have involved at least one night's stay in hospital. We will investigate the systems for

providing such care. The full terms of reference are available on the CHI website or can be obtained by contacting CHI.

We are interested in meeting local people about their experience, or views of, the services for older people who have received care at the hospital. We call these stakeholder meetings.

### How can people talk to the CHI team?

People can talk to the CHI team by:

- Asking to meet us. There will be an opportunity to do this on either Wednesday 21 November, Thursday 22 November or Friday 23 November 2001. We will be spending time in both Gosport and central Portsmouth and will try to offer you the most convenient location. Your travel costs and any care costs will be reimbursed.
- Invitation. Medical, nursing and all other staff groups involved in caring for patients will be invited to meet us and will be contacted directly. Most of these meetings will take place during the week of 7 January 2002.
- By writing to or telephoning the CHI Investigation Manager (see below for details).
- Arranging for us to meet with your group or voluntary organisation.
- Completing the *questionnaire* attached to this *sheet* and returning it to the freepost address below by 26 November 2001.

### How you can contact us

To arrange an appointment, to send comments, or to request more information please contact Kellie Rehill, CHI Investigation Coordinator.

- By post to -  
Commission for Health Improvement  
FREEPOST, LON 15399, LONDON EC1B 1QW,
- By telephone on  (charged at local rate) – we will ring back at your convenience
- By e-mail on  or
- For background information, you can also try our CHI website at [www.chi.nhs.uk](http://www.chi.nhs.uk)

### How we will report your views

The report will be made available to people meeting the CHI Investigation Team or by request. The report will be published on CHI's website. Any comments made by people meeting the investigation team will be reported in a way that the person making the comment cannot be identified.

## Information Sheet

**Making a complaint about NHS services**

CHI cannot investigate individual complaints. While we are interested to hear your experience, you might find it helpful to obtain more information about making a complaint about the NHS from:

<p>Sue Frogley  Project/Patient Liaison Manager  Trust Central Office  St James Hospital  Locksway Road, Milton  Hampshire, PO4 8LD</p> <p style="border: 1px dashed black; padding: 2px; display: inline-block;">Code A</p>	<p>Portsmouth Community Health Council (CHC) has an information pack available on request to help you make a complaint about the hospital.</p> <p>The CHC's number is <span style="border: 1px dashed black; padding: 2px; display: inline-block;">Code A</span></p>
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