

Code A

Dear Sir,

Please could you investigate for me the care that Mrs. N. WINDSOR D.O.B. **Code A** received when she was in the G.W.H. Sultan Ward in late April early May 2000.

I feel my mother should have been moved to a medical ward alot sooner than she was. She suffered great pain before her death which I feel she need not have.

My family kept talking to the nurses and asking how our mother was, I was told she just needs a rest. She is abit depressed. "we have watched how she gets on with her husband and he is making her low"

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Notes Please	
Send Appointment	
Tell Patient Satisfactory	
Show H.V.	
Show Drs.	
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2.

In the end after seeing our mother going from bad to worse the whole family tried to get her moved to a hospital that could help her.

She had not eaten or drunk anything for days and nobody was doing a thing about it. After lots of phone calls all over the place we got the news she was going to be moved. I was on the ward when Dr Knaptman came on to see my mother, he did not examine her or anything he just told me she would be moved sometime today. I spoke to Dr Knaptman in the corridor and I asked if she was going to be OK, "Probably not" was his reply then he started telling me how she would not be getting her heart operation! I did not ask

3.
him about that but for some reason
he felt the need to have a go at
me, I was in tears, hearing that
my mother would "Probably not" be
OK now. We waited all day for
her to be moved and when she
was and the Dr on Blendworth
ward (St. Marys hospital), told us
Sorry we had to wait so long to
see our mother but he was
supprized she had come from another
hospital because of her condition.
She was very dehydrated, she
had liver, kidney failure. Her lungs
were bleeding and this was on
top of her heart condition + leukemia.

firstly I would like to know
the reasons why she was put
onto Sultan ward. she was a

4. medically ill woman with heart Problems and Newkinia.
2. I would like to know why she was left so long not eating or drinking.
3. why it took so long before she was moved to a suitable ward.
4. why when she was so ill it took from Am until late pm for her to be moved to St marys.

I work for the N.H.S as a H.C.S.W for L.D.D.. In my Job I report to a qualified nurse if a client go's off there food or drink within 24hrs. We record intake and outtake quickly and have got clients into hospital very quickly when there fluid is

5.
refused. I do not understand how
my mother was left so long when
the ward she was on has 24hr
qualified nurse cover?

I truly believe somebody failed
to do there job correctly and
I would like to know who, and
why.

I await your replie

Code A

MISS. S. WINDSOR.