

Dr. N. Wilkes,  
Cardiologist,  
Portsmouth Hospitals Trust,  
St. Mary's Hospital.

MM/LH/YJM

19 October 2000

4378

Dear Dr. Wilkes,

**Norma Windsor - date of birth** Code A **(Hospital number** Code A

You may remember that Mrs. Windsor was admitted to Blendworth 2 under your care on 5th May, 2000, having been transferred from Gosport War Memorial Hospital. I understand that on that same day she was transferred to the High Dependency Unit at St. Mary's Hospital and the following day was transferred to the Intensive Therapy Unit at Queen Alexandra Hospital where sadly she died.

Although Mrs. Windsor had been ill for some years, her decline was rapid and her death sudden. Her daughter has made a formal complaint about the care provided for Mrs. Wilson at Gosport War Memorial Hospital, prior to transfer to Portsmouth Hospitals Trust, which we have been trying to resolve for some time.

I am writing to ask if you would help us by providing a written report of Mrs. Windsor's condition on admission to Blendworth 2, including any comments you may wish to make about the cause of her deterioration in association with the care provided at Gosport War Memorial Hospital. Miss Windsor reports that the admitting doctor at Blendworth 2 stated that "he was surprised she had come from another hospital because of her condition". We would be grateful for an open and honest report from you, we view reflection on complaints such as these as being an important aspect of clinical governance.

During her stay in Gosport War Memorial Hospital Mrs. Windsor was under the care of her general practitioner, Dr. Knapman, who is in agreement with this request for your help.

Enclosed for your information is a copy of my initial response to Miss Windsor and a subsequent letter that she sent to Mrs. Fiona Cameron, General Manager for Gosport and Fareham. I think these documents explain the situation.

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Miss Windsor has requested a copy of her mother's medical notes, and we are awaiting permission for the release from Mr. Windsor, her father and husband of the deceased. Would you be happy for Miss Windsor to be given a copy of the medical records from Blendworth 2?

Following receipt of your report, our next step will be to meet with Miss Windsor to discuss her concerns face to face. Would you be happy for her to be given a copy of your report?

We would very much appreciate your help in this matter. Please contact Lesley Humphrey, Quality Manager on extension Code A if you wish to discuss or clarify any issues.

I have enclosed the original medical records and would be grateful for their return as soon as you are finished with them.

Yours sincerely,

Max Millett  
Chief Executive

Copy to:     Dr. A. C. Knapman  
              Mrs. F. Cameron