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Statement number: S214

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STATEMENT PRINT

Surname: WARD

Forenames: MARGARET

Age: 43

Date of Birth: Code A

Address: Code A

Postcode: Code A

Occupation: ACCOUNTANT

Telephone No.: Code A

Statement Date: 15/05/2004

Appearance Code: 1

Height: 1.61

Build:

Hair Details: PositionStyleColour

Eyes: /

Complexion: /

Glasses:

Use:

Accent Details: GeneralSpecificQualifier

Number of Pages: 7

I am the above named person and I live an address known to Hampshire Police.

I am making this statement about the care that my mother received at the Gosport War Memorial Hospital and her subsequent death at the Queen Alexandra Hospital .

My mother was Norma WINDSOR nee THOMPSON and was born on Code A).
Mum had three brothers, John , Victor and George (but he is known as Alan) who have all survived her.

Mum married my father Frederick WINDSOR in July 1949 and they had five children. Paul WINDSOR who is the eldest, Collette LOWMAN , Kevin WINDOR , myself and Sheena WINDSOR who is the youngest.

RESTRICTED

RESTRICTED

Statement number: S214

DOCUMENT RECORD PRINT

Mum and dad would always go away in their caravan with their two little dogs. She also used to like going out to Bingo and travelled abroad a lot including China and Amercia. They were due to go on a cruise around Canada around 1998 but then had a problem with her health.

Mum had a couple of what I would term as mild heart attacks and was put on the list to have a bypass. However she also developed a form of Leukemia, I think the Leukemia affected her lymph glands.

My mums GP was Dr KNAPMAN of the Forton Road Surgery .

At some point my mum was taken off the list for heart surgery until her Leukemia had been cured. Mum was never told this until about 9 months later.

In April 2000 mum suffered with some form of stomach virus and Dr KNAPMAN was called out. Dr KNAPMAN admitted mum into the Gosport War Memorial Hospital for rest.

It was on Thursday 27th April 2000 (27/04/2000) that mum was admitted to the Gosport War Memorial Hospital. I cannot remember the name of the ward. Dr KNAPMAN had also stated that she was suffering from mild depression.

On Saturday 29th April I visited mum at the hospital. I was shocked at the state she was in, she could not keep her eyes open and was having a problem staying awake. Her eyes appeared glazed and watery and I would describe her as being 'spaced out'. Her skin was really dry so I went to the pharmacy and bought her some moisturising creams. I now know that her skin was so dry due to dehydration.

I may have spoken to the staff that day about my mum's condition or I may have spoken to my family first. I cannot remember which. I certainly complained on future visits to the staff stating that mum should not be in that hospital she should be on a medical ward. Most of my complaining was over the telephone as I was living in Southampton at the time. The nurses would just reply "She is under the care of Dr KNAPMAN, we will have to speak to him".

RESTRICTED

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By Thursday 4th May 2000 (04/05/2000) I had had enough. I had spoken to the nurses at the hospital, to a Dr at Dr KNAPMAN's surgery as he was unavailable to find out what I could do to get my mum moved. The Dr at the Forton Road Surgery stated that I should get a second opinion. I cannot remember his name.

The following morning, Friday 5th May 2000 (05/05/2000) I phoned again, this time managing to speak to Dr KNAPMAN. I explained how unhappy I was and that I was going to get a second opinion. Dr KNAPMAN explained that there was a lack of beds in the medical hospitals and that a geriatric doctor would be visiting my mothers ward the following Monday and I could get a second opinion from him if I wished. During this conversation Dr KNAPMAN told me that my mother would never be coming home, that she was poorly and would be in care for the rest of her life.

I was naturally devastated by this as mum had only been admitted for 'rest'. I telephone my two sisters, Sheena and Collette and then telephoned the Gosport War Memorial Hospital and informed the nurses that I had now spoken to Dr KNAPMAN and would be seeking a second opinion from another doctor concerning my mother's health.

I then received a telephone call from my sister Sheena who had gone to the hospital. She had seen Dr KNAPMAN there and had been told exactly the same as I had. Sheena was extremely upset. Both Sheena and I agreed that it seemed to us that Dr KNAPMAN was saying that our mother was really ill so everything was a waste of time rather than they were doing everything they possibly could for her.

I left work immediately and got to the hospital about midday. Sheena was already there, Collette and my dad arrived shortly after me. The staff at the hospital stated that she had had a medical collapse. Mum was on oxygen and looked terrible. The staff stated they were going to move my mum to St Mary's Hospital, Portsmouth. I asked if they were going to get an ambulance to 'blue light' her there but they said no as they were still waiting for a bed to become vacant.

About 5pm (1700) that evening my father and two sisters left to get something to eat and freshen up. Just after they left the ambulance arrived so I went in it with mum.

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During the journey mum kept repeating "I kept telling them I was ill and they wouldn't believe me". I found this extremely upsetting then but even more so now as I have examined mum's medical records and have seen an entry stating that mum had complained of not being able to eat properly and having diahorrea and sickness. There is not an entry showing what if anything was done about this. There was also an entry by Dr GREEN who was mum's blood doctor stating that mum had complained of the above but the nurses had seen no evidence of this. Depsite mum complaining and telling the staff what was wrong with her they ignored her.

Mum remained on oxygen throughout the journey to St Mary's Hospital where she was taken to a ward. Mum had not been through the admittance procedure and was still waiting to see a Dr. She asked me for her oxygen. It was about this time that a nurse came in and started to examine her. The nurse appeared to just take one look at mum, summonsed a doctor and ushered me out of the room.

It was about this time that Sheena, Collette and my father arrived at St Mary's Hospital. Mum was very quickly moved up to the critical care unit where tubes were inserted into her chest, without painkillers, the staff were treating everything as an emergency. The staff told us that mum's kidneys had failed, in essence her body had shut down. The doctor said that he was not confident that mum would survive. They treated and worked on mum for quite some time and I cannot praise the staff at St Mary's and later Queen Alexandra Hospital enough, they were excellent.

There were male nurses on the critical care unit and I said to them that my mum should not have arrived in the state she was in. One of the nurses replied "No, we wouldn't have expected it".

The staff did all they could for her at the critical care unit and about 4am (0400) Saturday 6th May 2000 (06/05/2000) mum was moved to the intensive care unit at the Queen Alexandra Hospital.

My mum died just after midnight on Sunday 7th May 2000 (07/05/2000). My father did not want my mother to go through a post mortem. Staff at the Queen Alexandra Hospital intensive care unit stated they would not be able to define the exact cause of death without a post mortem so would it be alright if they wrote the cause of death down as heart failure and Leukemia. My father agreed to this and to my knowledge that is what has been written on the death certificate.

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My mother did not undergo a post mortem and was cremated at Portchester Crematorium. To this day I still cannot understand how my mother's health deteriorated so quickly once she was admitted to the Gosport War Memorial Hospital. I want to know how she was allowed to become so dehydrated and why the staff ignored her when she told them she was not eating and had diahorrea and vomiting. After all this was what she was admitted for. I also want to know what drugs had been administered to her when she was at the Gosport War Memorial Hospital that would so heavily sedate her. I feel that my mother was neglected whilst at that hospital to such an extent that it cost her her life.

Signed: M WARD

Signature witnessed by:

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