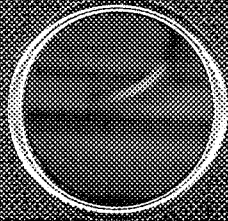


FFW/145/03



www.esselte.com

DR Code A
GMC TESTIMONIALS

 Esselte

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Your ref: ISPB/jh/0005940/Legal

20 August 2008

Mr Ian S P Barker
The MDU
MDU Services Limited
230 Blackfriars Road
London
SE1 SPJ

Code A

Dear Mr Barker

Please find enclosed my character reference for Dr Jane Barton. Please be advised that whilst I am more than happy to provide a written reference for my Doctor. I would not feel comfortable standing in front of people giving verbal reference and would therefore not wish to be considered to attend the actual hearing itself.

I am a sixty nine year old widow with a grown up family.

I have been a patient of Dr Barton for approximately twenty-five years. I was diagnosed with diabetes in 1993 very quickly by Dr Barton and was supported by her and her team and still am.

I have always felt comfortable in her presence and feel that she always has her patients well-being and comfort at heart. I am very grateful for all she has done for me. She is an extremely busy and popular doctor and I would not hesitate to recommend her professionalism to anyone.

Yours sincerely

Code A

Code A

12th March 2009

Your ref: ISPB/jh/0005490/Legal

The MDU
MDU Services Limited
230 Blackfriars Road
London
E1 8PJ

Dear Mr Barker

Re: General Medical Council – Dr Jane Barton

I have been a patient at this practice for the last 30 years and obviously I have seen doctors come and go in that time, when you find a particular doctor you like and trust you always prefer to make your appointments with them. Since Dr Barton joined the practice I have always preferred to see her but because she is so popular you have to wait longer than normal for an appointment.

I have always found Dr Barton thoughtful, sympathetic and a competent doctor. I have every faith in her as my G.P. I would trust her opinion completely and her judgement in prescribing medicines and dosage of medicines.

I would just like to add that Dr Barton is a wonderful family doctor who can be trusted to do her job with the utmost sincerity.

Yours sincerely

Code A

Code A

26th June 2008

Ian SP Barker
MDU Services Limited
230 Blackfriars Road
London
SE1 8PJ

Dear Mr **Code A**

With reference to the proceedings at the General Medical Council for Dr Jane Barton.

My name is **Code A** I live in Gosport and have known Dr Jane Barton for approximately 8 years as she has been my doctor at Forton Medical Practice I am registered with.

I have always had a good relationship with Dr Jane Barton, I have always found her helpful and supportive in the time I suffered with depression in October 2006 after my Nan was taken ill in February 2006. Dr Jane Barton prescribed me 20mg of Citalopram and advised I take some time off work to help me cope and deal with the depression. That was 1 & ½ years ago and I am now coming off Citalopram with the support of Dr Jane Barton and am now down to 5mg and I'm coping very well. I feel being prescribed Citalopram was totally suitable to help me through this difficult period.

The main reason I became depressed was due to the illness and decline of my Nan (Mrs. Joan Llewellyn, also registered at Forton Medical Practice) in a short period of time she required 2 major operations of which we nearly lost her during the first operation, then having to deal with the decline in my Nan's health and her and my family's increasing demand on me. She finally went into a nursing home in August 2007 and sadly passed away in January 2008.

Dr Jane Barton visited my Nan on several occasions some being at home and in the Nursing Home. On all occasions I feel Dr Jane Barton assessed my Nan's health and dealt with her professionally and provided the medical attention she needed whether that was more care required at home or admitting her back to hospital where my Nan could get the care she needed. At no point did Dr Jane Barton prescribe my Nan any medication other than what the hospital had previously prescribed her. My Nan had respect for Dr Jane Barton and felt comfortable with her and had great pleasure in telling me Dr Jane Barton had been out to see her when I visited.

My overall opinion of Dr Jane Barton is, I have total respect for her as a Doctor and I felt confident and pleased in the professional care she gave my Nan.

Please let me know if you require any further information.

Yours sincerely

Code A

Code A

Code A

October 13, 2008

Ian S P Barker
MDU Services Limited
230 Blackfriars Road
LONDON
SE1 8PJ

Dear Sir:

Reference: General Medical Council – Dr Jane Barton

I am 42 years old, married with no children. I have been a patient and patient's relative of Dr Barton for over twenty years. In this time I have had several reasons to seek Jane's advice and guidance. The main reason is for my osteo-arthritis. This condition has resulted in me having over twenty operations to my knees.

I experienced pain before and after these operations. Dr Barton has overseen my pain control from the early stages where I needed "brufen" all the way up to morphine which was the only medicine that controlled my severe pain before my last knee operation about three months ago.

I have always found Jane very caring and considerate in her approach to me. She has always asked and listened for a full description of the level of pain to be treated. She has always started my treatment with low doses and her constant reviews enabled her to increase the dosage until I have been comfortable with the pain control.

I have never known Jane to be a doctor that grabs the prescription pad as soon as you walk in to see her. There have been occasions when all I needed was advice about an operation or course of treatment. I have always found her very understanding and willing to listen. An example of this was when my mother was killed in a road traffic accident. My sister and I had separate appointments to see Doctor Barton. We both received different treatment of the highest standard. My sister needed anti-depressants whilst I needed help with sleeping. Jane was my mother's doctor and she knows how close we are as a family. She was able to express sympathy and words of comfort that were truly meant. My husband (who is not a patient) found her support invaluable.

I have never felt I was wasting Jane's time. Even if her surgery list is running late she will not rush her consultations. Her care and true professional approach to her

Telephone

Code A

E

Code A

October 13, 2008

Page 2

patients stands out. This is reflected in the fact that since this all started it is harder to get an appointment to see her because (unlike the GMC) her patients, the people who know her and have been treated by her, do support her. They have faith in her ability as a doctor. I certainly do not feel threatened by her and I am not aware of any other people who have concerns about her competence as a doctor.

Most people have a sensible attitude towards the unfortunate events that have started this enquiry. It is sad but old people die. If it was my parents I would want to know that they were free from pain and comfortable when they died. From my own experiences I know the level of pain relief needed varies. I do not think for one minute that Jane would intentionally harm any person.

The quality of care that Jane affords her patients is second to none. I believe my notes are detailed and accurate. They have proved of great value to the surgeons who have operated on my knees. Care and proper treatment are Jane's paramount concern. At no time have I thought or felt that her treatment of me has been unprofessional in anyway.

Jane is a skilled and competent practitioner. Many would benefit by following her approach to patient-care and needs. Her experience enables her to deliver quality treatment and care to her patients because their welfare is her major concern.

Yours faithfully,

Code A

Code A

Mr Ian S P Barker
MDU Services Ltd
230 Blackfriars Road
London SE1 8PJ

1st September 2008

Your ref.: ISPB/jh/0005940/Legal

Dear Mr. Barker,

Thank you for your letter of 19th August 2008 in which you request information on Dr. Jane Barton. I am very happy to give you what I can from the point of view of someone who works in the pharmaceutical industry.

To Whom it may Concern

Firstly, so that you may be better placed to assess my judgement, I submit a list of positions I hold or have held in local civil society:

District Councillor, Chichester District Council
Chairman Chichester High School Board of Governors
City Councillor, Chichester City Council
Mayor, City of Chichester
Chairman, Amnesty International Bognor and Chichester Branch
Chair, Migrant Policies Committee, Chichester District Council
Chair of the Trustees of the charity Chichester Christian Care

I have been working for my company for nearly 24 years and during that time have made regular visits to the surgery in Gosport where Dr. Jane Barton has worked. I have also helped to sponsor various educational meetings at which Dr. [Code A] was in attendance. I cannot say I know Jane socially but I can say I have known her for a long time in my capacity as an executive medical representative.

Over my 24 years working for my company I have met many General Practitioners and hospital doctors some of whom have filled me somewhat imperfectly with respect or confidence. In the case of Jane however I can honestly say that she is a doctor who has great integrity, honesty and care for her patients.

I have spent many hours sitting in the surgery and watched patients go in and out of her room. It is obvious she is very well liked, respected and extremely conscientious in her dealings with her patients and the care she gives them. On many occasions, when her surgeries are full, patients would rather wait for a future appointment with her rather than see another GP in the practice. This nearly always applies unless the situation is a dire emergency.

I find it impossible to believe the accusations that are being levelled at Jane; and indeed it is inconceivable even to think she would do anything other than provide high-quality care to any patient in her charge.

During that period in which doctors' practices became primary care groups, Jane was chairman of the particular group of which her surgery was a part. On occasions I attended the board meetings, and again I can say the way she dealt with the matters arising when I the agenda dealt with patient care was very professional and caring. Again there was never any doubt about her concern for her patients' welfare and her ability to provide good care.

I could continue but I hope that what I have written will give you an understanding of the good, caring and conscientious doctor that is Jane Barton.

Yours sincerely,

Code A



Code A

TO WHOM IT MAY CONCERN

I am a 72 year old widow, living with my 50 year old daughter **Code A** who is disabled with **Code A**, and I am also her main carer.

I have known Dr. Jane Barton from almost the first day she joined the Torton Practice, and have, over the years been lucky enough to have her as my doctor and also a friend, and have also done some knitting for her and her family over this time.

During the years as a patient, Dr. Barton has seen me through many traumas with both **Code A** health problems and my own, she has always been most caring and supportive and nothing has been too much trouble. When my husband died unexpectedly 14 years ago, Dr. Bart after hearing the news at the surgery, came to my home in her own time, to give care and support to **Code A** and I, which is typical of the caring person she is. This action was much appreciated by myself and family.

I was appalled to hear the charges that have been made against her, and cannot reconcile the kind and caring person that I and my family know, with the charges made.

Code A

Dr. Richard E. Ashton, M.D., F.R.C.P.
Consultant Dermatologist

Wessex Nuffield Hospital,
Winchester Road,
Chandlers Ford, SO3 2DW
Tel: 02380 266377

Bupa Chalybeate Hospital,
Tremona Road,
Southampton, SO16 6UY
Tel: 02380 775544

Bridge House,
Mill Street,
Titchfield, PO14 4AB
Tel: 01329 842441

Bupa Hospital,
Barton's Road,
Havant, PO9 5NP
Tel: 02392 454511

18 July 2008

Dear Sir

Ref: General Medical Council – Dr Jane Barton

I am a consultant Dermatologist at the Royal Hospital Haslar and Portsmouth Hospitals NHS Trust. I was formerly the Consultant Dermatologist to the Royal Navy and have served 36 years retiring in 2006. I have been working at Haslar Hospital for 24 years and have taken referrals from the local civilian general practitioners for all this time.

I have known Dr Jane Barton for all that time, firstly as a colleague who referred me patients and latterly I have met her socially. Over this period of time I have been able to get a good impression of the quality of care that she has given to her patients who have been referred to me. Without exception they all have spoken most highly of her as a person and doctor, who is always willing to do the right thing for them and to 'travel the extra mile' to make sure that their needs are looked after. Having worked in Gosport for this period of time, it has never come to my notice that there is any question about her professionalism. I have not doubt that the allegations made are unfounded.

Yours faithfully

Code A

Code A

REF NO.

1SPB/jh/0005940/legal.

Dear Sir

I thank you for your letter dated 5.9.08 regarding alleged events at Gosport War Memorial Hospital, these have no relevance to me as I was then living at Keyworth in Notts., moving to Gosport in Sept 2001.

The family became patients of Dr. Barton on the recommendation of my daughter who was a patient of Dr. Barton at that time.

Therefore I can only speak as I find, it is my opinion that Dr. Barton is a caring and conscientious person, Dr. Barton is at present looking after my mother (who is 93) and myself to our complete satisfaction.

11

Regarding myself, I am a retired
builder having lived and worked in south
MoHs. for 60 yrs. I retired early to be
near my son, daughter, and grandchildren
who then lived in Gosport, my wife and I
brought mother with us as she was unable
to look after herself

Hoping the above will
help Dr. Barta

I am
Yours faithfully

Code A

Code A

Doctor Jane Barton has been our family doctor for about 25 years caring for my mother, myself and my husband also my daughter and her two children. She was my mother's doctor up until my mother died.

Doctor Barton is a very caring and a very professional doctor when caring for my mother, she did everything she could for my mother and I can't praise her enough for all she did.

As for myself I have had quite a few illnesses in my time, she has been my doctor

(2)

and nothing has been too much trouble for her to help me through each and every one of those illnesses very caring and professional. I can't thank her enough everyone I talk to who are patients of Doctor Barton also think very highly of her.

My husband had suffered from stress and panic attacks for many years but kept it to himself and finally it made him very ill, he went to see Doctor Barton and in his own words "It was so easy to open up and talk about my fears to Doctor Barton".

Thanks to Doctor Barton prescribing the right

③

medication and the talk's
he had with her his panic
attacks finally eased off
and after a while stopped.

Yours Sincerely.

Code A

RECEIVED

SEP 1972

RECEIVED

Code A

30 November 2008

To whom it may concern

Our names are Mr **Code A** and Mrs **Code A** we are aged 74 & 73. I served in the Royal Marines for 27 years and retired in 1982, my wife worked in RH Haslar for 17 years, we both retired in the year 2000. We have been patients at the Forton road surgery since 1968 when we lived in Elson. In the Forces I was under their doctors until 1982. We moved to Bridgemary in 1984, we were allowed to stay at the Forton road surgery. We have seen many doctors over the years and if it was possible to see Dr Barton all the time we would do so, she is in great demand by other patients it is not always possible to see her. Dr Barton is a most careing person and would not do anything to HARM anyone it is not in her nature, we trust her with our lives and will continue to do so. We are trying immigrate to Australia and if it was possible to do so we would take her with us as our GP. It would be a privilege to be called to give evidence on her behalf. As my wife has been diagnosed with Alzheimer's early stage this is why I am writing on behalf of both of us.

Your reference: ISPB/jh/0005940/Legal dated 15 October 2008

Code A

Code A

Dear Mr Barker,

Please find enclosed a letter detailing my opinion of Dr Jane Barton and how I have come to have that opinion. I hope I have explained how I feel in a way that will be of some help to both Dr Barton and yourself during her hearing and if you think I can be of any further help then please don't hesitate to contact me again.

Yours sincerely

Code A

Dr Barton was recommended to me by my 1st husband's family when I moved into the area and became my G.P. in 1981. A G.P. should be someone you have complete confidence in every time you see them, I have always felt this with Dr Barton.

Over the last 27 years she has helped me through many phases of my life, I am always happy to see any G.P. in the practice over minor illnesses but when it is a very important issue I will always wait for an appointment with Dr Barton as I know it will be dealt with professionally, efficiently and with the utmost care.

After 5 years as a single parent of 2 daughters I re-married and my husband, who knew Dr Barton through the world of sport, also became one of her patients. In the 18 years my husband and I had together Dr Barton saw us through an ectopic pregnancy, fertility treatment, which gave us 2 lovely daughters, a stressful 2 years resulting in my husband spending time in prison and then she had to support us through our worse time.

Dr Barton, having known my husband for many years, saw him one day in passing and phoned him at home that night insisting that he went to see her the next morning at the surgery, within 4 days she had run and chased tests and then phoned us with the sad news that he had cancer. The support she gave us all then was fantastic both medically and on a personal level as our G.P. Sadly my husband died 6 weeks later and Dr Code A has helped myself and my girls cope over the last 3 years and is still supporting us as my 17 year old is finding life very difficult at the moment, thankfully the confidence I have in Dr Barton is now also shared by my children and as they become adults it makes me feel very happy to know they have a doctor that they can talk to and trust.

I believe that Dr Barton has always behaved in a way that has my family's welfare as her priority, I have complete faith and trust in her as a G.P. and feel I have been very fortunate to have had her looking after myself and my family for all these years.

Code A

21st September 2008

Code A

Mr I. Barker
MDU Services Ltd,
230 Blackfriars Rd
London SE1 8PJ

25th November, 2008

Dear Mr. Barker

General Medical Council – Dr. Jane Barton

I am 71 and a retired nurse SEN having trained at the John Radcliffe Hospital and worked there for 11 years.

I have known Dr. Barton for 20 years and always found her to be very efficient and knowledgeable and a very caring doctor. During this 20 years Dr. Barton has been my GP. and has looked after me with constant caring and I have every confidence in her.

My husband was also a patient of Dr. Barton for many years. Unfortunately my husband was diagnosed 18 years ago with complicated Industrial Pollution Substances resulting in Irritable Bowel Syndrome and worst of all Poly Neuritis requiring palliative care for the rest of his life. Dr. Barton was the only doctor who gave him any positive help by prescribing Morphine Sulphate Tablets when all else had failed and this was the only thing that helped his colitis. Without this medication my husband would not have had any quality of life and would not be alive today. My marriage would have broken up because my poor husband was out of his mind with pain and pushed every-one away including myself.

Dr. Barton does not have enough hours in the day to see the endless patients who want to see her because in my opinion and others she simply is the best. I am privileged that Dr. Barton is my GP.

As a nurse I always understood that patient's medication was written up for palliative Care to be given by nurses if needed. No nurse ever wants to nurse very sick patient who is full of pain and have no medication to administer. It only goes to show what a caring doctor she is. Dr. Barton was not resident at The War Memorial Hospital.

My husband is still suffering pain but with Dr. Barton's help in arranging medical aids He has been able to have some quality of life and the will to live. He is now aged 66

Yours sincerely

Code A

Code A

25-07-20c

Sir,

We have been patients of Dr. Barta for well over 20 years. It has always been a comfort to us to know we can ask to see her regarding our medical problems.

Dr. Barta is a kind, caring doctor in whom we have complete confidence. We hold her in high esteem,

Yours truly,

Code A

MDU Services Ltd
230 Blackfriars Road.
LONDON
SE1 8PJ

Code A

25.8.2008

General Medical Council - Dtr Jane Barton

Dear Sirs,

In replying to your letter dated the 28th July 2008 may I begin by apologising for the delay, but I have been away on holiday and only collected it on my return.

My name is **Code A** and I have lived in Gosport all my life, that being 66 years, the last 26 years have been at the above address. The doctors practise to which I belong is "Forton Road Surgery" and although I am unable to give you any exact dates, Dr Barton since her joining the practise has been my Dr. Whenever I have had reason to go Dr Barton is always fully booked, to me that tells how popular she is, and I know I will have to wait, or see someone else, not an option for me as I very much like Dr Barton manner. To me Dr Barton has a direct, honest kind and caring manner while showing the true professional

When recently I went to see Dr Barton seeking help for the pain I was in with my Hips, she sent me for an X Ray on returning for the results was told that I have to have both my hips replaced due to wear and tear, one of which I have now had done.

My family have been "Coal Merchants" in Gosport since 1904 and I was working there since 1963. Dr Barton knew that all the heavy work I had done was one of the reasons for them to be worn out and maybe another was the family history of Arthritis.

My late parents were also patients at the same surgery also had the same Dr. My Mother was a chronic arthritic and was not only in constant pain but required replacement joints. Patients when going to see a Dr not only need medical help but something extra, when Mum saw Dr Barton not only did she do that but she seemed to know the exact words that brought comfort and helped to lift her from any depression. When they moved from Gosport to Titchfield the thing that upset them most was not being able to keep the same doctors.

It does not seem possible that the accusations made against Dr Barton could be true in anyway not only is it out of character, I cannot believe she would jeopardise herself & family or the occupation that must have been her life for such a long time.

When the case does come to court I hope that the information I have given will be of help to you and more importantly Dr Barton.

Yours faithfully,

Code A

Code A

Dear Mr Barker,

With regard to your letter concerning Dr Barton.

I have been a patient of Dr Barton since she first joined the practice in Forton Road some 30 plus years .

My 3 children were under her care and remained so until they reached adulthood. Two of my granddaughters also came under her care until the family moved out of the area. My husband , on leaving the Royal Navy also elected to come under Dr Barton's care.

My very ill mother came to live with us in 1989 also came under Dr Barton's care until she died in 1991 at St Mary's Hospital Portsmouth.

I have always had complete faith in Doctor Barton, she has taken great care of my health and her concern for my wellbeing has always and still is paramount.

As a family Doctor she has always given great care to all of us. I am very sorry to see this happening to such a caring doctor. I would trust her with my life and with that of my family and will continue to do so.

Yours Sincerely

Code A

Dr.
Dr.
Dr.
Dr.

Code A

THE HEALTH CENTRE
MANOR WAY
LEE-ON-THE-SOLENT
HANTS. PO13 9JG
Tel: 023-92-550220
Fax: 023-92-556170

CHARACTER REFERENCE - DR. JANE BARTON

I have been a General Medical Practitioner in Lee-on-the-Solent, Hampshire, since 1985, senior partner of the Practice since 1994. Dr. Jane Barton has been one of my local GP colleagues in Gosport and we have always enjoyed an excellent professional relationship managing patients on the Gosport peninsular and serving together on various committees including the Gosport Medical Committee and Gosport Primary Care Group in the 1990's. I can confirm that Jane was a highly respected and extremely competent chair of the latter group and she was greatly missed by my colleagues and I when she stood down.

I have great respect and the highest regard for Jane's integrity, and, in common with my GP colleagues in Gosport, I have been shocked by the allegations made against her, in particular I have been extremely disappointed by the protracted time it has taken for the numerous investigations to take place. It is a tribute to Jane's fortitude that she has battled on in Practice with such a cloud hanging over her; in fact I cannot imagine what an emotional rollercoaster this past ten years has been for her. Despite this she has maintained her dignity throughout and stoically carried on with her Practice which has been much appreciated by her patients and colleagues alike.

With regard to the various allegations that have been made, there is concern about the dose range of morphine and Midazolam to be administered subcutaneously. Knowing Jane I have no doubt that the prescribing instructions were made in good faith with each of her patients welfare at heart, to ensure that suffering was minimalised. In hindsight Code A was unfortunate to be working in such a high risk environment managing such patients as described in the "Draft Notice of Hearing", without the various protocols of today, using Portsmouth notes which in my experience were of poor quality and not always easy to decipher and, with additional responsibilities to her general practice as well, it must have been difficult, sometimes impossible to be at the right time and place, leaving her rather exposed and open to criticism by today's standards, when vast teams of administrators and health professionals ensure watertight pathways of care, and, of course, considerably more support is forthcoming. In addition, Gosport War Memorial Hospital was very isolated from the main stream Portsmouth Hospitals without the customary level of support from the archetypal "medical firm", nor the same level of laboratory and x-ray support etc., hence I suspect Jane's variable syringe driver instructions were dictated by the situation as it was then, enabling the nursing staff to step up analgesia when required by the patient's condition; it is unfair to judge Jane on today's standards when she was, I believe, managing difficult situations as well as she could in suboptimal circumstances.



I can only comment specifically on one of the cases listed in the "Draft Notice of Hearing", that of patient E. Patient E was resident in a nursing home in Lee-on-the-Solent and she was under my care as her GP for approximately 4 years. I remember her as a lady in her early 90's, extremely frail, both mentally and physically, who prior to her fall and subsequent admission to Haslar Hospital with a fractured neck of femur, had been very agitated in the nursing home. Patient E's daughter from Sussex arranged to meet with me regarding her mother's care. She clearly had strong views about any form of psychotropic medication, almost to the extent of an antipathy towards the medical profession. She sent me a book, "Toxic Psychiatry" to emphasise her point and subsequently wrote to me a couple of years later enclosing a newspaper cutting from the Telegraph 'Alzheimer Drugs may be Harmful' and urging me to heed the words of "Toxic Psychiatry". Her opinions were dogmatic to say the least and I felt that she was on a mission and woe betide anyone who defied her views! I believe that she later made complaints about the nursing home and I am sure I would have been included had I not been sufficiently savvy to have my management endorsed by the local Old Age Psychiatry Service. My primary duty was to Patient E and I considered that her considerable agitation would be helped by a small dose of Haloperidol, though it was clear to me that her daughter disapproved. Whether this sowed the seeds for her subsequent complaints against her Mother's care in Gosport War Memorial I shall never know. I suspect that Patient E's condition and outlook following repair of her fractured neck of femur, would have been pretty bleak, requiring palliation of both physical and mental distress. I am convinced that Dr. Barton's choice of prescription for subcutaneous Diamorphine and Midazolam via the syringe driver was appropriate in the circumstances and, although the dose range for both is wide, I feel sure that this was done in good faith and written as a standard instruction to enable dose titration upwards, even in Dr. Barton's absence as she would have been for most of the time. Although not explicit (as dictated by present day protocols etc.), I am quite sure that the nursing staff would have understood the spirit of these instructions and only in exceptional circumstances would the higher dose ranges have been required, and almost certainly with Dr. Barton's further endorsement.

In summary I consider Dr. Jane Barton to be a good, honest doctor, respected by patients and colleagues in Gosport. I am sure that there was never any malicious intent and that Dr. Jane Barton had each of her patients best interests at heart. If there were any omissions in the patients notes or any seemingly excessive dosage instructions, it would have been necessitated by the circumstances she was faced with at the time and I think this should be recognised. She should be applauded for continuing to serve her patients when many of us would have walked away; I believe she has nothing to be ashamed about and much to be proud of and I look forward to celebrating the day when **Code A** name is finally cleared.

Code A

24th June 2008





Code A

For all appointments, enquiries and correspondence:

Consulting at:

Code A

35 Winifred Road
Waterlooville
Hants PO7 7TD

Spire Portsmouth Hospital
Spire Southampton Hospital
(Spire Hospitals formerly BUPA Hospital)
Wessex Nuffield Hospital, Chandlers Ford

Tel & Fax: Code A

Email - Secretary:

- Appointments:

Code A

Your ref: ISPB/jh/0005940/Legal

Mr Ian S P Barker
Legal Department
MDU Services Ltd
230 Blackfriars Road
LONDON
SE1 8PJ

7 October 2008

Dear Mr Barker

RE: General Medical Council – Dr Jane Barton

I am writing to you in relation to the proceedings facing Dr Jane Barton at the General Medical Council.

I have been aware of the allegations made against Dr Barton for some time although she and I have never discussed them in patient specific detail during our professional interaction. I am, however, now more familiar with the details of these allegations as I have read the copy of the notice of enquiry that you have sent to me.

It may be helpful to you to understand a little of my professional background and my relationship with Dr Barton. I am a Consultant in Pain Medicine employed by Portsmouth Hospitals NHS Trust. I was appointed to this post in the 1998 having completed a CCST training in Anaesthesia and Pain Management at the Wessex School of Anaesthesia.

The Pain Medicine Department at Portsmouth Hospitals is one of the largest in the country. It is responsible for the provision of chronic pain services to the population of South and East Hampshire although it does not specifically provide acute post-operative pain services to these patients and the facilities are very much confined to secondary care with little or no links with community facilities such as Gosport War Memorial Hospital. Up until the closure of the Royal Hospital Haslar as a tri-service hospital, Portsmouth Hospitals NHS Trust has limited reasonability for patients living on the Gosport peninsula (a population served by Dr Barton and her partners). Since the reduction of a military medical presence at the Royal Hospital Haslar, the civilian medical services have moved into replace them and consequently my contact with all of the local GP's including Dr Barton has increased to the point that the Department of Pain Medicine that I work in is now their primary point of referral for chronic pain problems.

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7 October 2008

Mr Ian Barker/BARTON

As part of my responsibility for managing patients with longer term problems I became Dr Barton's treating clinician for investigations and treatment of her discogenic low back pain. I have therefore known her in an ongoing professional capacity since February 2006.

Prior to writing this letter to you I have also canvassed the opinions of my eight consultant colleagues in the Department of Pain Medicine with regards to their opinions of the quality of Dr Barton's care and her general attitude and approach as a medical practitioner without making specific reference to any of the details of the current allegations against her. I can confirm that my opinions are representative.

Dr Jane Barton's communication style is direct and open. I have always found her to be warm and friendly. It is sometimes difficult to be the physician looking after one of your colleagues but in her case she has always made sure that our consultations have been relaxed and productive.

I think the descriptor 'no nonsense' would apply well to Jane Barton. She has little time for unnecessary or irrelevant process and, as a patient, has readily understood and agreed to comply with any tests or investigations deemed necessary. In her capacity as a general practitioner referring patients into the Department of Pain Medicine both I and my colleagues have found her referrals to be thorough, appropriate and patient focused. We spend a considerable amount of time ensuring that referrals to our service are both relevant and appropriate and Dr Barton has a good reputation in this respect.

As a consultant in secondary care, patients quite readily proffer their opinion as to the quality of their own GP and the care that that doctor has provide to them. I cannot recall a single case in which the care offered by Dr Barton to her own patients has been questioned by them and, quite to the contrary, they are typically appreciative of the time and effort that she has put into helping them solve their problems. My strong impression is that she is regarded as an excellent family doctor and one that her patients feel themselves lucky to be registered with. In stating this it should be borne in mind that a significant minority of patients referred to chronic pain services because of unremitting and unresolved pain management issues have requested such a referral because of their dissatisfaction with the care offered to them either in primary care or in other secondary care specialities. They are therefore, by nature, a demanding patient group.

Although it is not directly related to Dr Barton's own professional competence, I feel it is important to recognise the difficulty that the geography of our local area poses to the provision of healthcare. Gosport is, in effect, an island served by quite poor road links and therefore is 'left to manage on its own'. Many of the services provided to that local population have developed in tandem with more complete and well supported services offered at the larger neighbouring hospitals with small units such as Gosport War Memorial heavily reliant on the input of local general practitioners. Consultant level support has not been easily accessible or freely available.

On a personal level I like Jane Barton very much and have always enjoyed a good professional relationship with her. I do not know enough details of the allegations made against her to provide a fully informed professional view of their substance but, in my dealings with her, I have no reason whatsoever to suspect that she is other than an intelligent, caring and highly respected practitioner who enjoys the support and appreciation of both her patients and colleagues.

3

7 October 2008

Mr Ian Barker/BARTON

If you require any further information please do not hesitate to contact me. If you consider it appropriate or helpful for me to attend the General Medical Council hearing I will of course make every effort to do so but would appreciate as much notice as is possible in order to re-schedule my work commitments.

Yours sincerely

**Code A**

Dr. P.A. BEASLEY M.B.B.S.

General Practitioner

Code A

26.01.2009

Character Reference

General Medical Council

-

Dr Jane Barton

I am Dr Peter Alexander Beasley and I was a principal in General Practice from April 1975 till my retirement from the practice in April 2006. I was Managing Partner for 20 of those years and also a Representative on the Wessex LMC. I was Senior Partner from April 2003 till April 2006.

I have known Dr Barton as a GP Partner in our practice for 25 years. My first recollection was that she improved the quality of the way the other partners were working as so many of our patients wished to see her. We obviously had to raise our standards to attract them back to seeing us again.

Over the 25 years in Practice there were many changes in General Practice in general and the way our practice adapted to these changes.

For example in 1990 'targets' were introduced for childhood immunisation and cervical smears. We all worked as a team to ensure we met the targets and Dr Barton worked harder than anyone to ensure her list of patients had achieved the targets.

26.01.2009

Character Reference

General Medical Council

Dr Jane Barton

As a practice we had partners meetings at least monthly and she always attended these and joined in the discussion. Her views were always highly regarded being well balanced and useful.

By the late 1990s we realised our surgery was too small and we had to build a new and bigger surgery. Again Dr Code A worked well as part of the team that ensured our move into a brand new 8,500 sq foot surgery went without a hitch.

With the new contract of 2004 came the ultimate challenge of teamwork. Each partner was given the task of 'Championing' a clinical area and Dr Barton did this very well without complaint to ensure we succeeded. I should add at this stage we were having weekly team meetings, which Dr Barton always attended. Finally with the retirement of the practice manager and myself we had to find a new style practice manager to take the practice forward to meet the challenges of beyond 2006. DR Barton was in charge of appointing the new Practice Manger who has been very successful.

Dr Barton was always very popular with her patients and there have been many instances of the care and attention she has paid to her patients. Of the 6 doctors in the practice she was the most popular and liked by the staff.

26.01.2009

Character Reference

General Medical Council

-

Dr Jane Barton

Finally from a personal point of view she looked after my father for End of life Care for about 4 weeks till his death from malignant disease. I was completely happy with the care she gave him.

Code A

Tuesday 09.10.08.

Code A

To whom it may concern I confirm I have known Doctor Jane Barton for many years.

She has been my G.P. since she joined the surgery at Forston Road. At all times I have found her conscientious & courteous and very helpful.

Dr. Barton has taken time to get the balance of my drugs correct, for an under active thyroid with regular blood tests to make sure the dosage is correct.

I have been more than satisfied with all my consultations I have had over the years

Yours Faithfully

Code A **Code A**

MDU Services Ltd
230, Blackfriars Road
London
SE1 8PJ

Code A

24/08/08

Ref: Code A JH/0005940/Legal

Confidential.

Dear Sir,
General Medical Council – Dr Jane Barton.

Dr Jane Barton has been my doctor for some 25 years, during this time I have had every confidence in her skill, compassion and professionalism. She has treated me for various ailments the most significant being a traumatic divorce and subsequent stress related illness, I was also at this time helping to care for my sick and aged parents. During this difficult period in my life, Dr Barton was a tower of strength showing me compassion and support and helping me to regain my health and confidence. One of her greatest attributes is her ability to listen.

My father passed away in the Gosport War Memorial Hospital in November 1998, after being transferred from the Royal Naval Hospital Haslar where he had been admitted suffering from pneumonia after having several strokes. It was during the period he was in Haslar Hospital that he was found to be suffering from work related asbestosis and was transferred to the War Memorial Hospital as there was nothing more Haslar could do for him.

Dr Code A attended my father during the time he was in the War Memorial hospital. I visited my father every day and was more than satisfied with the care and attention he was receiving.

In conclusion I have always had complete confidence in Dr Code A skill, compassion and professionalism.

Your Faithfully

Code A

YOUR REF.

Code A / JH / 0005940
LEGAL.

Code A

16/9/08.

DEAR MR BARKER,

THANK YOU FOR YOUR
LETTER DATED 9/9/08.

RE- DR JANE BARTON, I HAVE KNOWN
HER FOR AT LEAST 18 YRS. AND HAVE
BEEN A PATIENT FOR 14 YRS OF HERS.
ALSO MY LATE WIFE WAS A PATIENT
OF **Code A**

MANY YEARS AND 1989 MY WIFE WAS
PRACTICE MANAGER FOR A COUPLE OF
YEARS AT THE FORTON PRACTICE HENCE
THIS IS HOW WE GOT ON FIRST NAME TERMS.

OVER THE YEARS WITH ANY MEDICAL
PROBLEMS I ALWAYS FOUND JANE
STRAIGHT TO THE POINT, VERY FRANK
AND VERY COMPETENT AS A GP.

IN FEB. 2004 VERY SADLY MY WIFE
HAD A MASSIVE STROKE AND WAS
PARALYSED, WHOLE R/HAND SIDE & SPEECHLESS

TO ADD TO THIS SHE ALSO HAD
END-STAGE RENAL FAILURE PRIOR
TO THE STROKE WITH A VIEW TO
DIALYSIS.

IN THIS VERY POOR STATE IN JUNE 04
SHE WAS SET UP ON DIALYSIS.

IN NOV. MY WIFE DIED.

THROUGH FEB 04 - NOV 04

JANE WAS A PILLAR OF STRENGTH TO
ME GIVING ME ADVICE + SOMETIMES
MEDICATION, AS THERE WERE SO MANY
COMPLICATIONS OVER THOSE MONTHS. I
WAS UNWELL MYSELF.

THROUGH THOSE MONTHS JANE SHOWED
COMPASSION AND CONCERN.

I FEEL THIS TRAUMATIC TIME I HAD
ILLUSTRATES THE VERY GOOD
CHARACTER OF DR. JANE BARTON
WHICH I WILL NEVER FORGET.

YOURS SINCERELY

Code A

Code A

Your ref: ISPB/JH/0005940/Legal

TO WHOM IT MAY CONCERN

In 1980 I transferred to Dr Jane Barton's list when my previous GP retired from the practice. At the time I was going through an acrimonious divorce, suffering with an unpleasant menopause and trying to cope with an ailing and very demanding elderly mother.

Dr Barton was very supportive, attentive and caring during this period. To this day she remains my GP and is very competent. I have every faith in the treatment I receive from her. At all times I have trusted Dr **Code A** implicitly and will continue to do so. In my opinion she is an excellent GP.

Code A

Code A

Your ref: ISPB/jh/0005940/Legal

Mr Ian Barker
MDU Services Ltd
230 Blackfriars Road
London SE1 8PL

11th September 2008

Dear Mr Barker

Firstly please accept my apologies for the delay in replying to your letter of 26th August 2008.

I have been a patient of Dr Barton's for over twenty years and have always found her to be extremely professional and informative in her diagnosis regarding my medical health

In my experience she has always taken the time to listen and explain in detail any questions that have arisen regarding my health fears, she has a great deal of empathy and is a doctor that one can relate too so that when you visit her surgery she puts you at ease.

I can only speak for myself and for some members of my family that the quality and standard of Br Barton's care, approach and welfare to her patients is excellent.

If I can assist you in any other way relating to this matter please do not hesitate to contact me.

Yours sincerely

Code A

Code A

Ref Code A JH/0005940/LEGAL

MDU SERVICES LTD
230 Blackfriars Rd
For the attention of Ian Barker

Dear Sir

I have known Dr Jane Barton for a great number of years, both in the capacity of being a valued customer of mine, I being a cycle dealer and supplied and serviced her and her families cycles. But also my preferred doctor and still is. Doctor Barton was my mothers doctor, she died some 15 years ago in Gosport War memorial Hospital basically of old age, haven reached the age of 82. Both I and my sister were at her bedside when she died and we could in no way fault the treatment and kindness she received.

Doctor Barton was also my wifes doctor who died some 14 years ago, she died of cancer, the doctors care and concern were way above the call of duty and she would be in attendance any time of the day and night.

To some up Dr Jane Barton is one of now adays rare breeds of caring family doctors.

Yours Sincerely

Code A

Code A

27 June 2008

Mr Ian Barker
MDU Services Limited
230 Blackfriars Road
London SE1 8PJ

Dear Mr Barker

Reference your ISPB/jh/0005940/Legal of 17 June 2008

My name is **Code A** and I am 73 years old. I served in the British Army for 13 years and, after the children were old enough, spent 17 years in the Civil Service.

I have known Dr Barton for about 30 years and she has treated all my family. I am currently under treatment for arthritis for which I have had 3 different operations. I have never had to wait an excessive amount of time for surgery or any other kind of treatment. Dr Barton gives her patients confidence, has time to listen to them and is an experienced and very popular GP.

My late husband who had Rheumatoid Arthritis was treated by Dr Barton and a Rheumatologist for many years and through their skill and help with medication and injections was able to drive an ambulance for the Red Cross for some considerable time, often 4 or 5 times a week. Sadly he contacted lung cancer and died in 1997 at the age of 68. The support of Dr Barton and her nurses was second to none. Because my husband did not want to go into a hospice I looked after him at home with the help of Dr Barton. Dr Barton visited us, she arranged a Macmillan nurse to help me at night and the district nurse came daily latterly to see to the driver. My husband was never left in pain and for this I will always be eternally thankful that he was so well cared for by Dr Barton and allowed to die peacefully.

From reading the correspondence you sent me I am concerned that a busy GP was working 2 jobs at the same time, a surgery and at a hospital. Could it possibly be the system was at fault in expecting one person to be in 2 places at one time. As there is always 2 sides to any story is there any evidence to show the THOUSANDS of patients Dr Barton has helped over such a long and dedicated career.

Incidentally my mother who with a broken ankle, and the onset of dementia, was transferred to GWMH from RNH Haslar in 1997 for a couple of weeks. She was discharged quite healthy at 90 years of age and lived for another 5 years.

Yours sincerely

Code A

Code A

RECEIVED
DEC 2008
LEGAL DEPT.

Friday, 26 December 2008

Mr I.S.P.Barker
The MDU
MDU Services Ltd
230 Blackfriars Road
LONDON SE1 8YB

Dear Mr Barker,

Re: General Medical Council v Dr Jane Barton
Your ref: ISPB/jh/0005949/Legal

I am a Consultant Histopathologist currently working for Portsmouth NHS Trust where I have been since August 2000.

Between January 1996 and July 2000 I worked in Guernsey for the Board of Health as a States Pathologist and prior to that I retired from the Royal Navy as a Surgeon Captain, having spent most of my career as a pathologist at the Royal Naval Hospital Haslar in Gosport.

I can recall having had professional contact with Jane as a medical colleague since she took up practice in Gosport and have known both her and her husband as personal friends since 1988, living just around the corner in Alverstoke village, apart from my time away in Guernsey.

I have always had the greatest respect for Jane both as a highly competent General Practitioner with an excellent reputation both with her patients and with my fellow consultant colleagues in many specialties over many years. During that period I cannot recall a single episode of criticism of her medical care or conduct. Occasionally one of her patients would come to me via HM Coroner as a sudden or unexpected death but again I never found any cause for concern over their treatment.

On the personal level she is a kind and deeply caring person who I have always enjoyed meeting either at her home or at private functions with mutual friends.

As a pathologist I am not an expert in the recommended dosages of all the medications listed in the notice of hearing from the GMC and would defer to a suitable experienced consultant in that field who was aware of recommended practice at that time. I am quite sure that Jane worked

Code A

entirely within her field of competence and within the then extant guidelines for care.

On a more personal note it deeply saddens me to see her accused of Serious Professional Misconduct in view of the repeated occasions when the GMC has previously exonerated her. It yet again brings me to question the current constitution and role of the GMC.

I am most willing to do anything I can to help Jane and to state publicly what I have outlined to you in this letter.

Yours sincerely,

Code A

Surgeon Captain, Royal Navy.

Your Ref: ISPB/jh/0005940/Legal

Ian SP Barker
Solicitor
The MDU
MDU Services Limited
230 Blackfriars Road
LONDON
SE1 8PJ

Code A

7th July 2008

Dear Mr Barker,

GENERAL MEDICAL COUNCIL – DR JANE BARTON

In answer to your letter, unfortunately I am not a patient of Dr Barton, maybe only consulting her once or twice over the years, when I received good treatment.

I do know however that my wife and other members of the family think very highly of her, and that she was particularly kind and caring towards my mother-in-law, Mrs **Code A** over many years.

My wife's health has not been good for several years – being medically retired from the Civil Service in 1999, and she has received excellent support and treatment to help alleviate her problems.

I do not understand why the allegations have been made against her, as it does not equate with the care and professional attention she is known to give her patients.

Yours sincerely,

Code A

Your Ref: ISPB/jh/0005940/Legal

Ian SP Barker
Solicitor
The MDU
MDU Services Limited
230 Blackfriars Road
LONDON
SE1 8PJ

Code A

7th July 2008

Dear Mr Barker,

GENERAL MEDICAL COUNCIL – DR JANE BARTON

Dr Barton has been my GP for many years since her appointment at Forton Road surgery, and have always had a high regard for her professionalism and dedication to her patients.

Dr Barton has treated myself and my family with patience, understanding and good humour and she always sees the overall picture when treating a patient. I have never found her to be keen to prescribe medication if an alternative solution is possible.

Dr Barton was my mother's (Code A) GP. My mother was very frail with numerous health problems including depression at times, after my father died. Dr Barton was very supportive and sympathetic towards her and my mother had every confidence in her and looked forward to consultations with her, and seldom left the surgery without a smile on her face!

My mother was in very poor health and was a patient in Gosport War Memorial Hospital between 22nd September 1998 and 2nd November 1998. During this time she was treated by Dr Barton. We visited her daily and were kept well informed as to her treatment and progress. On Dr Barton's recommendation she was transferred to Russell Churcher Court in Gosport.

She was again admitted to Gosport War Memorial Hospital on 22nd March 1999 and discharged on 8th April 1999. Dr Barton supervised her treatment and care, which was exemplary again.

My mother lived another five years until she was ninety years of age. The family feel sure that Dr Barton was instrumental in her living to this age by treating and counselling her until Dr Barton was restricted due to the allegations made against her. My mother knew that Dr Barton had nominated a particular GP at the practice to treat her and keep her informed as to her progress. My mother was most surprised that anyone who knew Dr Barton could allege that she was other than a kind, caring GP.

This must also be the view of Dr Barton's many appreciative patients who, in spite of the allegations made against her, are prepared to wait days, even weeks in some cases to consult her.

-2-

Although these allegations were made against her some time ago, Dr Barton has still maintained her professional, caring manner towards her patients - no small feat under the circumstances I feel!

My family as a whole regard Dr Barton as a most professional, dedicated, caring, supportive and popular GP. It is a pity that there aren't more doctors like her around. We all hope that Dr Barton will be exonerated of the allegations made against her and that she will be able to continue to be the most popular GP at our surgery.

Yours sincerely,

Code A

Code A

August 30th 2008

Your reference ISPB/jh/0005940/Legal

To Whom It May Concern

I moved to the south coast from my native Yorkshire to seek work after suffering two heartattacks due to stress and unemployment. I was only prescribed TNT tablets. I was informed by the heart specialist in Yorkshire that should I take up any form of employment that it was likely that I would be dead within two years. As well as Ischmaeic heart disease I also have respiratory problems (COPD), asthma and arthritis. I managed to work for three years but eventually had to bow to the inevitable and am now registered disabled.

I have been a patient of Doctor Barton since September 1992 when I moved from Fareham to Gosport. To start with she sent me to Haslar Hospital for a range of cardio-respiratory tests. After receiving the results she prescribed a different combination of drug therapy.

I have found Jane Barton to be an attentive and caring GP who actually listens to the patient, a rare quality these days. I have every confidence in Doctor Barton and had it not been for her professionalism and high standard of care I am quite sure that I would not be alive today. I have NEVER been prescribed inappropriate doses of medication which could have had a detrimental effect on my health. Doctor Barton is far too meticulous in what and how she prescribes.

As an example, recently I was referred to a neurologist because I have developed Essential Tremours to arms, head and trunk. He recommended that I should take PRIMEDONE, an unregistered drug, at a dosage of 50mg for two weeks before considering an increase to 100mg leading eventually to a dosage of 250mg at night. Doctor Barton found that the lowest dose available was 250mg and she felt it was inappropriate to prescribe the highest dosage. The side effects of this drugs can be particularly nasty (fitting etc).

In conclusion I have to say that Jane Barton is a consummate professional who will always go "the extra mile" for everyone and that I would recommend her to anyone who needed to see a doctor.

Yours faithfully

Code A

Code A

September 6, 2008

Ian S Parker
MDU Services Limited
230 Black friars Road
LONDON
SE1 8PJ

Your ref: ISPB/jh/0005940/Legal

Dear Mr Parker

I write in response to your request for my views of Dr Barton's character as a colleague with whom I worked at Gosport War Memorial Hospital.

My name is Patrick Carroll, I'm a Clinical Specialist Occupational Therapist who qualified in 1989 at Dorset House Oxford. I am a registered member of the Health Professionals Council. I won the inaugural Occupational Therapist of The Year award in 2002 while I was based at Gosport War Memorial Hospital.

I worked at Gosport War Memorial Hospital, as a Community Occupational Therapist from 1994 to 2004. In that time I was responsible for provision of Occupational Therapy (OT) and rehabilitation to Sultan and Daedalus wards as well as providing ad hoc cover to Redclyffe Annex which became Dryad Ward. In the course of my work I interacted with Dr Barton as she provided medical care to many patients referred to Occupational Therapy for assessment of their potential to return home or to assess the appropriate level of functional care needed from a care placement.

Throughout my time at the War Memorial I was impressed by how open clinical discussions were between Dr Barton and the teams involved in providing care. During my career I have worked on several wards where doctors did not fully include the nursing team in the medical management or provide the freedom for nurses to manage patients (within defined limits) when the medical staff were not able to be present. In community hospitals this was particularly significant because in the mid-nineties there was far less formal medical support or cover than today and many processes were, by necessity, different to those now employed.

As Dyad Ward was "long term care" it only had ad hoc OT cover, because the expectation was that patients were unlikely to progress to the level where discharge home could be considered but would be stabilized and probably transferred to Nursing Home provision. However under the care of Dr Barton and the ward team I found that requests for OT home assessments and eventual discharges home became regular occurrences! I can only attribute this to the skill and patience of Dr Barton and the Nurses who never gave up on the potential of their charges.

As the wards gradually changed function to include slow stream rehabilitation the demand for OT intervention increased and my service was often hard pressed to meet the referral demands of Daedalus and Dryad Wards. When picking up referrals I would occasionally tease Sister Hamblin and Dr Barton that they weren't expected to get their

patients quite so well"! This doesn't correlate with a medical approach that supposedly "writes off" patients through poor assessment and haphazard management.

At no point did I experience Dr Barton appearing to be careless or laissez faire in her approach to the patients, she was as available as it was possible for her to be bearing in mind her General Practice commitments. To me Dr Barton has a strong altruistic drive to serve her community and because it was comparatively difficult for the hospital to get medical cover she did everything she could to care for the Gosport people who were admitted to the hospital. Dr Barton cared deeply that a patient would not be left in pain or distress simply because the ward nurses couldn't "find" a doctor at three in the morning to "authorize" a comparatively minor and probably temporary medication change.

I believe the care delivered to patients by Dr Barton and the ward teams was generally excellent, we didn't always get it 100% "right" but that is the nature of medicine, therapy and rehabilitation. Although part of the treatment team I was not based on, or managed via the ward structures, thus had I had any concerns about the care delivered I would have had no qualms about whistle blowing within the organisation. During this time I was also a Senior UNISON Steward and Branch Chair so had full knowledge of how the whistle blowing process worked.

On the occasions when it was clear a patient was dying Dr Barton never shied away from ensuring that both the patient and the family understood what was intensely difficult and distressing information. In other jobs I have seen doctors effectively abdicate the responsibility to "explain" such information to nurses and other members of the team.

I have worked with many doctors who ensured they maintained a certain detachment from a team but Dr Barton clearly understood and involved everyone in a patient's treatment. Under pressure Dr Barton could occasionally be brusque, but this was an exception and not the rule. In her efforts to get patients and relatives to understand some aspects of prognosis or care she could also be bluntly honest, I suppose, perhaps to the point of rudeness? Whilst I would appreciate such candor I can understand that this might not hold true for everyone.

I cannot claim Dr Barton as anything other than a professional colleague for whom I have the upmost respect. Perhaps the best way of expressing my confidence in her as a doctor is that as someone with an elderly mother I would have no doubts about placing her under Dr Barton's care, either today or 12 years ago under the previous ward regime.

Yours sincerely

Code A

Code A

28 June 2008

MDU Services Ltd
230 Blackfriars Road
London
SE1 8PJ

Dear Mr I S P Barker

Ref: General Medical Council – Dr Jane Barton

I would like to give a character reference concerning Dr Jane Barton who I have had a long association with as our family Doctor. I have had several occasions to ask for her assistance with my elderly parents and she has gone beyond the call of duty to help me.

My father was diagnosed with Code A and she arranged for him to see a specialist when he first had a sore spot on his head. The treatment of this diagnosed skin cancer led to him discovering he had Cancer. When he was really poorly and lived in sheltered accommodation with my mother who suffered from a mild form of Alzheimer's, she immediately phoned Countess Mountbatten Hospice in order to get him into Palliative care. Dr Barton was on the phone to me nearly every day to assist me in the care for my father and of course to discuss the problems that would ensue with the care for my mother when he was taken into care. My father lasted two weeks in Countess Mountbatten and during that time Dr Barton helped me to organise a care package for my mother so that she could stay in her flat.

There was also the time when we first realised that my mother was starting to lose her memory and Dr Barton became aware of this and assisted me in every way to help with this situation. As soon as my mother showed signs of deterioration she was on the phone to Dr Vicky Banks to obtain an assessment on my mother. This all happened the week leading up to Christmas which again was far and above all I can ask of a Doctor.

When my mother was having difficulty in coping in her flat, again Dr Code A was on the phone to me to assist in helping to get my mother transferred in Russell Churcher Court for full time residential care. This all happened within a very short period of time and I could not thank her enough for all the help she gave me concerning my parents. My

(2)

Mother has just died and again with the help of Dr Barton her last few weeks were made very comfortable with the care of the staff at the home backed up by Dr Barton.

A few years ago I suffered from an inner ear infection which Dr Barton treated and advised how I should cope with this illness. When it would not heal up quickly she immediately referred me to a specialist. This showed me that she did everything she could to resolve the problem but was quick to pass it to someone else when she felt it was right to do so. She recently prescribed medication for a pain I have in my knee which she feels is arthritis. I spent three months in Australia recently and she advised whilst in a warm climate to reduce the medication from two tablets a day to one which I did and found it worked.

Last year my brother was in a great deal of pain with Gout and had to see the emergency Doctor which happened to be Dr Barton. Not only did she give him pain relief but sent him for blood test which also showed up he had a kidney problem. He had been suffering on and off with the kidney problem for over fifteen years which the other Doctor's on the practice failed to sort out. Dr Barton immediately sent my brother for a scan and this resulted in a kidney biopsy and the problem was treated. We are therefore grateful to her for her care and concern in getting to the bottom of my brothers problem which no other doctor in the practise had achieved.

I really cannot speak highly enough of the excellent way she has assisted me and my family on all medical grounds and quite often going far beyond the call of duty. On no occasion have I had any concern about the treatment she has given to us, and I think it is evident she is a very popular Doctor when it is very difficult to get an appointment to see her. I will be very disappointed if she is found guilty as I know she always has her patient's best interest at heart.

Yours sincerely

Code A

Code A

Ian S.P. Parker
Solicitor
MDU Services Ltd
230 Blackfriars Road
London
SE1 8PJ

10th October 2008

Dear Sir

Ref No. ISPB/jh/005940/Legal

In answer to your letter dated 19th August 2008. Having been a patient of Dr Barton for a few years now, I am quite confident in the way she has listened to my way of explaining to her my ailments so she can make up her mind which would be the best remedies she can prescribe. I have every confidence in the way she is looking after my health as soon as you walk in to her room in the surgery she makes you feel at ease. I cannot in any way feel that she would make a silly mistake of an overdose of prescription to any of her patients. As I said at the beginning of this information she has my full confidence in any way she is looking after my health.

Yours faithfully

Code A

Code A

5 September 2008

Your Ref: ISPB/jh/0005940/Legal

MDU Services Ltd
230 Blackfriars Road
London
SE1 8PJ

(The MDU)
DX149141, Legal
Blackfriars 5

For the attention of Ian S P Barker - Legal Department

Dear Mr Barker

Re: General Medical Council – Dr Jane Barton

Dr Barton has been my family Dr for the last 10 years; I have great respect and admiration for her, I feel this is a terrible mistake on behalf of the claimants relating to this court case, my knowledge over the years of Dr Barton is of the most caring and professional person you could wish to meet.

In 2000 my late Husband was diagnosed with Terminal Cancer, the care and support Dr Barton gave us during his illness was exceptional. (Above and beyond her call of duty as a General Practitioner). He died September 2001. Her concern and care for me after his death was also exceptional!

12 Months later my daughter had a nervous break down; she still has problems with her nerves now, Dr Barton has been wonderful with her, she has arranged for her to have specialist treatment when necessary. Also I have had health problems of my own which Dr Barton has always correctly diagnosed and treated.

Needless to say I have never had any reason to question or be concerned over any medication prescribed to myself or my family by Dr Barton over the years I have known her. Hence I have a 100% faith in her ability as a General Practitioner and would recommend her to anybody; we really don't know what we'd do without her.

Yours faithfully

Code A

ISPB/JH/0005940 Legal

Code A

5.9.08.

Dear MR Barker

In answer to your letter concerning DR J Barton. She has been our family G.P. for going on twenty years, and has cared for my husband and myself well during this time. I cannot fault her treatment in anyway.

My husband was a heart patient, after his second attack which caused muscle damage. DR Barton got him into Southampton General for Open Heart Surgery, and with her after care he had eight good years. We were very grateful for those years. In March 2000 he suffered a massive attack and

passed away.

I am still under care from DR Barten
and have a deep respect for her, and
trust her completely, and will
continue to do so.

Yours Sincerely

Code A

Respiratory Centre

Portsmouth Hospitals **NHS**
NHS Trust

Code A

Consultant Physician

Secretary:

Reception:

Fax:

Code ATrafalgar Building
Queen Alexandra Hospital
Cosham PO6 3LY
Tel: 023 9228 6000

Our Ref:

Your ref:

Code A26th June 2008Mr I S P Barker
Solicitor
MDU Services Ltd
230 Blackfriars Road
London SE1 8PJ

Dear Mr Barker,

General Medical Council – Dr Jane Barton

Thank you for your letter, dated 17th June 2008, asking for my opinion of Dr Barton.

I have been a consultant in Respiratory Medicine and General (Internal) Medicine since February 1989, working variously in the three hospitals serving Gosport: Royal Hospital Haslar, Queen Alexandra Hospital and St Mary's Hospital. For the last 10 years, I have held respiratory outpatients clinics at Gosport War Memorial Hospital on alternate weeks.

Patients have been referred to me, both as emergencies and routinely, by Dr Barton throughout my 19 years as a consultant in the area. Her referral letters have always been well-considered, demonstrating good clinical knowledge and sound judgement; they have been written from the viewpoint of a patient's protagonist, with insight and sensitivity to each patient's needs.

Patients who attend clinics with consultants frequently take the opportunity either to criticise or to enthuse about the care they have received from their general practitioners. I have not heard criticism of Dr Barton but I have heard numerous appreciative comments about her humanity, engagement and thoroughness as a doctor. Similarly, as a consultant, one tends to develop opinions about the competence and commitment of local general practitioners: I have always regarded Dr Barton as astute, trustworthy and ethically sound.

I have never had reason for concern about Dr Barton's practice and I continue to have great respect for her as a competent, compassionate and hardworking general practitioner.

Yours sincerely

Code A

Consultant Respiratory Physician & Clinical Director

Mr I Barker
MDU Services Limited
230 Blackfriars Road
London
SE1 8PJ

1st August 2008

Dear Mr Barker,

My name is Code A I am an R.G.N and for twenty years I was the Manager of Thalassa Home of Nursing in Alverstoke, Gosport. It was during this period that I met, and got to know, Dr. Jane Barton.

I always found her very professional but, at the same time, friendly. She always took the time to ensure that the patients were reassured during the visit and, if necessary, the examination. Dr. Barton would always visit when called, often having a telephone conversation prior to her visit, concerning the patient.

At no time was there ever any question about misappropriation of drugs.

Quite often, Dr. Barton would discuss with myself and another colleague the appropriate course of treatment for the particular individual, listening to our comments as we knew the patient well. Treatment cards were always available and to hand, of which Dr. Barton would examine and, if necessary, according to the patient's condition, alter.

There were several occasions when Dr. Barton consulted with the relatives as to the course of action needed and to advise them of her professional opinion; but, at the same time, always listening to their opinions and acting accordingly.

Dr. Barton would also say, if the relatives were unable to be present, that they could ring her at the surgery for a telephone consultation or visit; whichever was most convenient for them.

As a G.P; I have always found that Dr. Barton would be very aware of situations and would always act accordingly, having the best interests of the patients uppermost in her decisions - of which I, personally, could never fault, and always welcomed her support in their care.

Yours sincerely

Code A

Code A29th August 2008

Dear Sir/Madam,

I have been in Dr. Barton's case since she joined the FORTON ROAD, GOSPORT practice some twenty five or more years ago. I have always found her to be a very patient understanding proficient doctor whom if asked I would not hesitate to recommend.

Yours

Sincerely

Code A

①

Code A

TO WHOME IT MAY CONCERN

I'm a registered disabled WAR PENSIONER
My wife also has a serious Medical
condition — so we do depend on our
Local Doctor to a large degree.

My age is 73 years of age
My wife 70 years of age.

Our Doctor is DR. JANE BARTON and
we consider that a Blessing —
She is the most considerate and
caring DOCTOR I've yet to be treated
by. — I don't socialize with DR. BARTON
Nor is she a personal friend — However
I reiterate having been treated by
Numerous DOCTORS over the years

(2)

I find DR. JANE BARTON second to none of them.

MAY I SAY THIS — I feel extremely sorry for the MEDICAL PROFESSION for this reason: When something has been inappropriate or not in the interest of the patient the scale of justice can become very unbalanced as opposed to other vocations in life.

FINALLY — please allow me to have our DR. JANE BARTON back at her surgery.

Yours Sincerely

Code A

RECEIVED

11/11/11

Alverstoke House

Alverstoke House Nursing Home
20 Somervell Close
Clayhall Road
Alverstoke
Gosport
Hampshire
PO12 2BX

25th June 2008

Dear Sir/Madam,

This letter is to confirm that I have been the Matron / Manager of Alverstoke House Nursing Home for over 20 years.

During that time I have occasionally come into contact with Dr Barton in a professional capacity as a G.P. to some of her patients who have been nursed here.

I have found Dr Barton to be approachable and thorough, with a good bedside manner who is well thought of by the relatives. She always appears very professional and is happy to give advice over the telephone if necessary.

I have never been worried about any prescriptions of drugs or quantities of prescriptions of drugs prescribed to her patients.

yours faithfully,

Code A

Re. Dr Jane Barton

I am a 69 year old lady and have lived in Gosport since 1990. Prior to this I lived in London, and I qualified as a State Enrolled nurse in 1974 at St. Mary's Hospital, Paddington. After qualification, I continued to work at St. Mary's and later worked in the private sector at the Harley Street Clinic and Princess Grace Hospital.

After moving to Gosport, I worked as a phlebotomist at Queen Alexandra's Hospital for 2 years and then at Gosport War Memorial Hospital for 10 years in the same capacity. The phlebotomy work was mostly done in the outpatients department, but involved regular visits to the wards to take samples from resident patients. I was not otherwise involved in patient care.

When I moved to Gosport, I registered with the Forton Road medical practice as a patient of Dr. Beasley. In about 1992, I went to the surgery without an appointment and was seen by the duty doctor, who happened to be Dr. Barton. I was impressed by her professionalism and have continued to consult with Dr. Barton ever since.

In the 15 years that I have been a patient of Dr. Barton, I have always found her to be an excellent GP, being approachable efficient and understanding. Dr. Barton has always instilled confidence in me that my needs were being well looked after. I have worked with many doctor's over 30 years, and consider her to be one of the best.

During the time I worked at Gosport War Memorial Hospital, no concerns were ever expressed to me in my dealings with staff working on the wards; in fact, Dr. Barton was highly regarded as a clinician by the other healthcare professionals at the hospital.

Code A

Ref No Code A JH/0005940/leged

Code A

10TH JULY '08

Dear Sir

I have been with the Forton Practice for approx 32 years. I used to see a male Doctor until transferring to Dr Code A over 15 years since.

I have found her to be nothing but professional, friendly and caring. I can be quite frank, open and have a laugh with her, she puts you at your ease.

In September 2001 my husband suddenly passed away, Dr. Barton knew him from going into the Royal Mail office to collect her parcels. I have had her support ever since.

In May 2002 I was at a Memorial Service for him when I had a Heart Attack. I was in 3 different Hospitals for a total of 7 weeks. On coming out of Hospital again I have had nothing but her support. She is so popular that sometimes you have to wait a few weeks before you can get an appointment to see her. She was and still is on the other end of a telephone.

I am on quite a bit of medication, she has always talked me through it and I am not on any medication that she has not felt that I have needed to stay alive and well I need to take it all.

I supported her 10 years since when all this blew up and I still support her now.

Code A

Your ref.

Code A Jh/0005940/legal.

Code A

Dear Mr Barker,

Thank you for your very helpful letter. I know Dr. Barton only in her professional capacity. First met her approximately 30 years ago, it was so good to have a female doctor, she diagnosed & treated my thyroid & has been somebody you could talk to with complete confidence. Dread the time when she is of pensionable age.

Also, think she must have the respect & confidence of many, many patients, because why if you want an appointment, sometimes a wait of six weeks is usual.

I hope the above is of some help & use to you, please contact me if you think I can be more useful.

Yours
Code A

Code A23rd September 2008.Your ref **Code A**/jh/0005940/Legal

MDU Services Ltd
230 Blackfriars Road
London
SE1 8PJ

Dear Mr Barker

Re General Medical Council - Dr Jane Barton

My name is Mrs **Code A** and I have known Dr Jane Barton as my GP for nearly 20 years. I have found her to be very professional in her approach but also very understanding and caring. She has seen me through a difficult and stressful time recently and has always given me the advantages and disadvantages of any treatment that she has recommended for my choice.

I have also known Dr Barton professionally as a colleague in my position as a registered Care Home Manager. It brought me into contact with her during her care of patients within the confines of the Home. She always responded to emergency calls, never refused to come out to visit and was always very caring towards her patients and explained all treatments to the staff who respected her for it. My staff and I had no doubts about her care of her patients in our Home.

Yours sincerely,

Code A

Code A

30 JUNE 2008.

Dear Mr.I.Barker,

I am delighted to have been asked to speak on behalf of Dr.J.Barton. I have been a patient of Dr. Barton for the last twenty years and have had to consult her on many occasions.Dr.Barton has acted professionally and ensured I have received the correct medication and hospital treatment when required.This has included treatment for the removal of my gall bladder and recently for treatment of my broken leg.Dr. Barton ensured that my mother-in-law received good treatment before she passed away through cancer.The Practice ensured she received oxygen etc.in her last months so she passed away in relative comfort.Dr.Barton has also had many consultations with my daughters and has assisted them with their problems.I can say that I have only heard good things said about Dr. Barton and can only assume the allegations made about her have been made for the wrong reasons.

YOURS SINCERLY,

Code A

Code A

6/7/08

Dr. Jane Barton

Dear Ian,

I have been a patient of Dr Barton for the last 25 years, during this time I have always found her to be sympathetic and caring, always willing to listen to my problems. She has a good sense of humour and I usually leave her surgery with a smile on my face.

About 6 years ago I was feeling unwell and she admitted me to St. Marys hospital in Portsmouth, her prompt action prevented a heart attack.

Since then I have seen her at regular intervals to check my condition.

Dr Barton is a very popular doctor in the Forton Road practice, this is born out my the difficulty in making an appointment to see her.

In relation to the allegations against her I am sure she took the decisions she made to be in the best interest and welfare of her patients.

I believe the press coverage when this information came to light was appalling.

Yours Sincerely

Code A

Code A

Mr I Barker
MDU Services Ltd
230 Blackfriars Road
London
SE1 8PJ

Your ref: Code A/jh/0005940/Legal

11 July 2008

Dear Mr Barker

General Medical Council – Dr Jane Barton

I first met Dr Barton in 1980 when she joined the Forton Road Surgery as a part-time junior partner and I was working at the practice as a receptionist. I worked at this practice until 1988 when, to further my career, I moved to another practice to become Practice Manager. During these eight years I saw Dr Barton's reputation for being a caring and conscientious GP, who always gave her patients the time they needed, spread. Her popularity and the respect she was held in meant that patients were willing to wait two or three weeks for an appointment with her even though other GP's were able to offer appointments much sooner.

When Dr Barton became a clinical assistant at Gosport War Memorial Hospital she would visit the hospital every morning to attend her patients before holding her GP surgery. During her surgeries she would often take phone calls from Gosport War Memorial.

When my own GP retired about seven or eight years ago I became a patient of Dr Barton's, although due to my good health at the time I did not need to see her very often. However, when my husband died suddenly she showed compassion and care and was extremely helpful and supportive to me during this difficult period. In 2007 I was diagnosed with breast cancer and with the additional GP visits I have made to see Dr Barton I have experienced her very professional and caring nature at first hand. Whilst Dr Barton has always put my needs as a patient first, she also sees the wider picture. As such she always asks after the whole family when I see her; a quality that I appreciate and admire as it reiterates my individuality as a patient and reaffirms her understanding of me, my needs, and my situation.

I have read the "Draft Notice of Hearing" and understand the nature of the allegations being made. Based on my own experiences as both receptionist and patient I believe Dr Barton's priority is always the well being of her patients. It is a known fact that increasing dosages of morphine will shorten life, and whenever such medication changes are made I am sure that Dr 68

Barton, like all other GPs, would be fully aware of the related risks and consequences. With this in mind, I am sure that any increases to an individual's morphine dose would only have been prescribed by Dr Barton after much consideration and with the immediate comfort and well being of the patient being her only concern.

The case against Dr Barton has been covered by the local press on many occasions over the last few years. However, she is evidently still highly regarded by her patients as her continued popularity means that despite all that has been reported we are still having difficulty getting an appointment with this friendly, professional and very caring GP.

Yours sincerely

Code A

Code A

19.01.09

Dear sir/madam

I am writing to you enclosing the requested letter with reference to Dr Jane Barton.

Apologies for the delay in reply.

Yours faithfully

Code A

My name is **Code A**. I am currently and have been a patient of Dr Jane Bartons since 2002. Although I am fortunate enough not to need her advice very often I always wait until an appointment with her is available which sometimes can take up to 6 weeks. I have seen Dr Barton for appointments ranging from routine check ups to treatment for postnatal depression. I have always found her very approachable, attentive, caring and when needed very honest in her opinions. She is very thorough and always has a pleasant and cheerful manner, nothing is ever a trouble even with the busy schedule she works under. As a patient I really have no worries or complaints at all.

I work as a dental nurse for a local dental practice to which Dr Barton attends. Her manner and personality never changes even on this side of the chair.

My two children are also patients of Dr. Bartons and on the odd occasion they have needed to attend they have done with ease and Dr Bartons manner has put them both at ease in what can be for small children a fairly unknown and stressful situation. Dr Barton is a very good Doctor.

Code A

19.1.09.

Code A

Specialist in Endodontics

TO WHOM IT MAY CONCERN

15th July 2008

REF:

Code A

I write as a general and specialist dental practitioner in Gosport and I have known Dr. Barton for 30 years. Many of the patients I have treated have been under her medical care and have always had positive and grateful comments about the care they have received from her. Should I need particular medical history information she has always been helpful in providing it. It has never ceased to amaze me at the almost instant recall ability she has about various patients' medical histories if we have a general discussion away from her surgery, such is the level of her interest and care. She always refers to them in a caring and concerned manner.

Some patients attend a medical practitioner with a facial pain problem and in such a situation she has been able to accurately and sensibly discern the need for a specialist endodontic opinion and made a suitable referral for a second opinion from me.

She is held in high regard by her colleagues in the town for her dedication and devotion to her work and as a provider of high quality medical care. I consider it a privilege to be a colleague and friend.

Code A

Code A

Code A

Code A

15 July 2008

TO WHOM IT MAY CONCERN

REF. Dr. Jane Barton

Code A

I am a general dental practitioner in Gosport and have known Dr. Barton as a friend and colleague for 30 years. Many of my patients are also patients of hers and in conversation with them, concerning their various medical histories, they have nothing but praise for the care and treatment that they have received from her. She is understanding and thoughtful in her handling of them, particularly the elderly; the only 'complaint' has been that they would have to wait sometime for an appointment with her as she is busy due to her popularity.

At times we have discussed particular patients and their medical problems as they have impacted on their dental care. She has been understanding and given helpful, constructive advice and has always referred respectfully about the patients concerned. I see her as an upstanding member of the medical community in this town and one who is highly regarded by her medical colleagues.

Code A

Code A

6 July 2008

Mr I S P Barker
MDU Services Ltd
230 Blackfriars Road
LONDON
SE1 8PJ

Dear Mr Barker,

GENERAL MEDICAL COUNCIL - DR JANE BARTON

Your Reference Code A/jh/0005940/Legal dated 27 June 08

Thank you for outlining your requirements at the Reference. I qualified as a State Registered Nurse in 1973 and went on to pursue a career specialising in surgical care. I was ward sister on the professorial unit at the Western Infirmary, Glasgow for several years (working for Code A). After marrying a doctor I became a practice sister in his general practice in Birmingham, England until he joined the Royal Navy in 1988.

My husband's career brought us to Gosport, Hampshire and I first met Dr Jane Barton in a professional role when I commenced work as a Practice Sister at the Forton Road Medical Practice, Gosport, in 1994. I worked there for 20 hours per week until 2003 when I retired from nursing.

Forton Road Surgery was a very busy practice. It is located in a rather deprived area of Gosport and the patients are challenging, often having multiple pathology and social problems. Working in the Treatment Room I quickly gained an impression of the personalities of the 6 GP partners and what patients thought of them. The patients respected Dr Barton as a caring and conscientious doctor who was always willing to give them time and help resolve their problems. Indeed, many would come to see the nurses seeking our support to get an appointment with Dr Barton rather than some of the other partners. She was very popular with female patients and the elderly. I always found her to be very approachable and willing to work with the nurses, health visitors and reception staff. Indeed, she was a strong leader within the Primary Care team. In a very busy morning or evening surgery she would always find the time to help resolve any problems that we, as nurses, could not resolve on our own. Her management style was decisive and her professional decisions equated comfortably with my own assessment of issues as an experienced nurse. I cannot recall any

incident during which I had any concerns regarding Dr [Code A] clinical judgement. In short, I respected her professionalism and judge her to be a popular and valued general practitioner in the local community.

I did not have any first hand contact with Dr [Code A] in regard to her work in the Gosport War Memorial Hospital. However the general consensus was that she was fulfilling a very worthwhile role at the hospital and the local community was benefiting from her involvement in this community hospital.

The village of Alverstoke where we both live, is a small community of mainly professional people. There are many doctors and Royal Naval personnel (both working and retired). I have met Dr Barton at social functions from time to time but I think it is important for me to stress that we are not 'friends' in the sense of being close. Hence, my comments in this letter are not being made by someone who is intimately involved with Dr Barton socially. I have lived in the village since 1993 and I have never heard anyone deprecating Dr Barton. Indeed, she, her husband (a respected retired Naval Officer) and her family are well thought of in the local community.

I hope the above will be of some value to Dr Barton during the forthcoming GMC hearing. If I can be of any further assistance please do not hesitate to contact me.

Yours sincerely

Code A

Code A

22nd September 2008

For the attention of Ian Barker.

MDU Services Limited
230 Blackfriars Road
LONDON
SE1 8YB

Dear Sir,

Re: General Medical Council – Dr Jane Barton

I have much pleasure in writing to you regarding the care and attention my dear late father in law received from Dr. Jane Barton before his death 9 years ago.

Mr. **Code A** was diagnosed with Parkinson's and on progression of this awful disease he always asked to see Dr. Jane Barton after receiving treatment with care and understanding from her on his every visit. Anyone who has experience of Parkinson's Disease is fully aware much patience is required in listening and waiting for the person to speak, whilst trying to cope with the body shaking.

During Dad's last few months with us, Dr. Jane Barton visited him frequently at the nursing home. She was always very interested in her patient, and took plenty of time advising us all of his condition and treatment etc., Dad liked this attention and thought she was so kind to him, and she always made him laugh. We felt the same.

She was always professional, kind, caring and sincere. This is the reason at our Doctor's Surgery there is ALWAYS such a long wait for an appointment to see Dr. Jane Barton, as everyone requests an appointment with her !

On reading the detailed Draft Notice of Hearing many times, I am saddened that this could have happened, and after reading it over and over again, I ask myself -

Are mistakes being made due to shortage of staff and pressure on the system?

I do sincerely hope that this matter is satisfactorily concluded, and I would add that I would never hesitate to ask Dr. Jane Barton to attend to my ailing Father should the occasion arise.

Yours sincerely

Code A

Code A

Code A

8th July 2008.

Your Ref: **Code A**/jh0005940/Legal

Dear Mr Barker,

I have been a patient of Dr. Barton for many years, and always found her very caring and understanding, she is a professional and loves her job.

Dr Bartons care and approach to patients speaks for itself, as you have to wait to get an appointment with her as she is always booked solid.

I have had illness's and with no time Dr Barton has put me right again, and as she is always busy, she know the treatment will work and do not have to return to see her.

As the G.M.C has fit to see that Dr.Barton is in breech of Professional Misconduct I am sure she prescibed what she thought was in the best interest of the patient at the time, to ease pain and suffering. I am sure that if another doctor was placed in her position at the Gosport War Memorial Hospital they would have done the same to ease the patient suffering.

In conclusion I feel Dr Barton should continue to practice, because it would be a bitter blow to the Forton Medical Centre also all the people she treats. Also the staff at the G.W.M.Hospital who administered the drugs, have they been questioned?

Yours sincerely

Code A

Code A

Code A

10th July 2008.

Your Ref: **Code A**/jh0005940/Legal

Dear Mr Barker,

I am writing as a patient of Doctor Barton, she has been in attendance to me for years. She have helped me through Gall Bladder operation, Prolapsed Disc, and in September 2007 a Wipples operation for a tumor on my Pancreas followed by 6 months of Chemotherepy.

Dr. Barton has been at the end of the phone to help me, my husband and sons to get through this, she has always been very caring and very honest.

I have alway's felt that Dr. Barton is very dedicated to her job and puts her patients first and do not think twice about getting help from a specialist.

I have spoken to other patients of Dr. Barton and they feel the same as me. So, I hope the Board will see Dr. Barton as the Honest, Caring, Professional and Friendly Doctor as she is.

Hoping they will see Dr. Barton as her patients see her.

Yours sincerely

Code A

GOSPORT
BOROUGH COUNCIL



From: Councillor **Code A**

Members' Room, Town Hall
Gosport, Hants, PO12 1EB.

Telephone: **Code A**

Code A

11 July 2008

Ian S P Barker
MDU Services Limited
230 Blackfriars Road
London
SE1 8PJ

Dear Mr Barker

General Medical Council – Dr Jane Barton

My family and I have been treated by Dr Barton in her role as a Partner in General Practice at the Forton Surgery, Forton Road, Gosport, since she started work there in the early eighties.

All my family have had consultations and treatment prescribed by her and have always been very satisfied with the caring and dedicated service we have received. The only difficulty we have had in that time is that she is so popular as a General Practitioner that there is usually a long wait for appointments!

On 26th March 1999 my mother-in-law, **Code A** died at the Gosport War Memorial Hospital after being a patient there for about five weeks. She was treated by Dr Barton during that time, and we also had talks with the visiting consultant and it was explained to us that it was unlikely that Mrs **Code A** would recover her health. We were completely satisfied that everything possible was done to sustain the life of my mother-in-law and also to make her comfortable in the circumstances. Her death certificate was signed by Dr Barton and the cause of death stated was Bronchial Pneumonia and Senile Dementia and we are certain that this was an accurate statement.

To our family and I'm sure to dozens of other families Dr Barton has been found to be a kind, caring and dedicated family doctor who has always put the welfare of her patients before everything.

Yours sincerely, **Code A**

Code A

Alverstoke Ward Councillor Gosport Borough Council
Hampshire County Councillor Gosport Town and Leesland
Member HCC and Portsmouth City Health Overview and Scrutiny Committees

Code A

Code A

MDU Services Ltd.,
230 Blackfriars Road
London SE1 8YB

23 June 2008

PRIVATE AND CONFIDENTIAL

Your ref: [Code A]jh/0005940/Legal

Dear Mr Barker,

General Medical Council – Dr Jane Barton

Thank you for your letter of 17th June and for inviting my views on Dr Barton, particularly “the question of quality of [her] care and her general attitude and approach as a medical practitioner to the care and welfare of patients”. I am very happy to comply with your request.

I have known Jane Barton since 1981 when I was a medical registrar at the then Royal Naval Hospital (later the Royal Hospital) Haslar, and she was a fairly recently appointed GP in Gosport. We knew each other socially, more as acquaintances than as close friends. My career took me elsewhere in 1982 but I returned to Haslar as a consultant in 1987 and, apart from a two-year appointment in London, remained there until the end of 2001. I have not had professional contact with her since then. I should say that she and I have been professional colleagues for a total of 13 years.

My knowledge of Jane Barton’s clinical competence comes mainly from the standard of her referrals to my out patient clinics, or her emergency admissions to the medical wards. I have not had visibility of that part of her clinical practice, which now forms the focus of the charges levelled against her. The overall impression I formed of Dr Barton was that, at the time I knew her, she was a thorough, efficient and competent GP. Her referrals were sensible and appropriate, and her letters were models of clarity, containing all essential information material to the consultation. In particular, it was always clear what she wanted from the referral and she frequently made the point that she was ready to resume further management of the patient once the object of the referral had been achieved. The picture emerged of a brisk, no nonsense GP who was up to date, clinically sound and confident without being overly so. During my time at Haslar the medical community on the Gosport peninsula was fairly small and self-contained. If there were doubts or concerns about a GP or hospital doctor the word tended to get around; but until I became aware of these allegations I had never heard the slightest conjecture about Dr Barton’s professional conduct.

I regret that these comments are, of necessity, somewhat brief; but this is unavoidable as I have not had closer contact with Dr Barton's practice. However, if there is any way I can be of further help please do not hesitate to get in touch.

A.
Yours sincerely,

Code A

RECEIVED
13 JUN 2008
LEGAL DEPARTMENT

Ref: Code A/jh/0005940/Legal
11 July 2008

Code A

Email:

Dear **Code A**

I worked at the Gosport War Memorial Hospital, firstly as a staff nurse in the combined Minor Injury and Outpatient Department, then from 1978 as the ward sister of the Female Ward, in 1988 I was promoted to Patient Services Manager making me responsible for nursing, catering and domestic services, this post evolved to me becoming the Hospital Manager until I retired in 1996.

The Female Ward was a mixed speciality ward with five of the twenty two beds allocated to the Elderly Medicine Department for long term care; these patients were attended by Dr Barton, the other patients being cared for by the local general practitioners. As a ward sister I found Dr Barton to be an attentive caring practitioner, very supportive of the nursing staff, always willing to listen to the views of others, and I never had any reason to question her clinical judgement.

During the late 1980's and early 1990's the type of patients being admitted to the long stay beds changed quite dramatically, whereas the average stay of patients prior to this time could be measured in years it changed to weeks, and the patients conditions were of a more acute nature. This together with the constant pressures to update and improve care involved a need to review procedures and provide training, particularly in the long stay wards. Dr Barton was very supportive of the Ward Sister in introducing these changes and supporting staff generally. I found her to be dedicated in her role of clinical assistant to improving every aspect of the care given to the patients and their well being, frequently contributing to the overall running of the department.

Patient A and patient B listed in the Notice of Inquiry would have been inpatients while I was the hospital manager but I am afraid I have no personal knowledge of them so can not comment on their, or any of the other patients listed, care or treatment. However I also have no memory of any concerns on these patients care being raised before my retirement in June 1996. We had a policy of actively inviting comments/complaints which were always followed up and recorded.

Yours sincerely

Code A

9th October 2008.

Code A

Dear Mr Barker,

I have been a patient of
Code A for approximately 20 years.
I am presently being treated for
diabetes, thyroid problem, high blood
pressure and cholesterol, during this time
she has monitored my health regularly
and has adjusted my medication
accordingly.

She is a very easy person to talk
to and takes an interest in her
patients and their family.

Since leaving the Royal Navy 11
years ago my husband has also been
a patient of hers, but is not being
treated for anything. When he accompanies

ne for my check ups Dr Barton will occasionally do a spot check on him also.

She is very direct but extremely friendly and will always tell you the truth.

In my own situation I can find no fault with Dr Barton and with my husband and myself trust her to continue to be our doctor.

Yours sincerely

Code A

1033

BOOS 100 6.6

1033

Surgeon Rear Admiral Code A
 Consultant Trauma and Orthopaedic Surgeon

Code A

19 July 2008

Ian S P Barker
 Solicitor
 The MDU
 MDU Services Limited
 230 Blackfriars Road
 London SE1 8PJ

Dear Mr Barker

Thank you for your letters, please forgive my dilatory reply, I have had some urgent family matters to deal with necessitating me travelling back and forwards to St Neots.

I have known Dr Jane Barton for many years professionally and socially. The latter has been at the level of being mutual guests in the same social circle and because her husband and I were in the Royal Navy together.

My professional acquaintance was as a consultant at the then Royal Naval Hospital Haslar (subsequently the Royal Hospital Haslar). Initially my only knowledge of her was from professional referrals by letter and occasionally by telephone. I came to know her as a very competent general practitioner; her referrals were always appropriate and included a pertinent history and clinical examination. If she rang me to ask to see a patient urgently, my immediate reaction was to agree to see the patient without waiting for the clinical details; I knew that if she was asking, the patient needed to be seen. Regrettably the foregoing was far from typical of my referral base, inappropriate referrals of patients who had not been even briefly examined were far from uncommon.

My first working direct contact with her was when I became Clinical Director of Surgery, and she sat as representative of the local GPs on a hospital liaison committee with me. I came to know her as efficient, business like and thorough.

While I have had no direct experience of her practice, I would add that my late father was an inpatient in the Gosport War Memorial hospital for two extended periods until his death in December 2000. During the six months or so that he was an inpatient on various wards and would therefore have been under Dr Barton's care. I and/or my wife (a qualified nurse) used to visit him nearly

every day, and at no time was I given any cause to think that his care was anything other than exemplary.

If I can be of further assistance, do not hesitate to contact me

Yours sincerely

Code A

Code A

Ian S.P. Barker

MDU Services Ltd

230 Blackfriars Road

London

SE1 8PJ

30 June 2008

Dear Mr Barker

GENERAL MEDICAL COUNCIL – Dr JANE BARTON

REF YOUR LETTER: Code A j1/0005940/Legal DATED 27 JUNE 2008

Thank you very much for your letter of the above instance, and I shall be very privileged to give my opinion and a character reference of Dr Barton.

I am a Civil Service Instructor teaching the Royal Navy, a job which I have been doing for the last 18 years and am currently working into my late 60s due to a shortage of instructors.

I have been a patient of Dr Barton for several years and she has always administered first class medical attention when needed resulting in a speedy recovery or urgent hospital appointment as required. Dr Barton is an extremely kind and caring person who always put you at your ease whether you are a patient or not.

Yours sincerely

Code A

Code A

Mr

Code A

Code A

MDU Services Ltd
230 Blackfriars Road
London
SE1 8PJ

30 June 2008

Dear **Code A**

GENERAL MEDICAL COUNCIL – Dr **Code A**

REF YOUR LETTER **Code A**/jh/0005940/Legal DATED 27 JUNE 2008

Thank you very much for your letter of the above instance, and I shall be very privileged to give my opinion and a character reference of Dr **Code A**

I am a Ward Housekeeper at the Royal Hospital Haslar, Gosport.

Dr Code A has looked after me for a number of years and as a diabetic I feel very safe in her hands. Her manner and integrity as a Doctor has always been impeccable and I feel extremely priviledged to be one of her patients.

Yours sincerely

Code A

Mrs

Your ref: Code A/jh/0005940/Legal
21 October 2008

Code A

Solicitor
MDU Services Limited
230 Blackfriars Road
LONDON
SE1 8PJ

Dear Mr **Code A**

GENERAL MEDICAL COUNCIL - Code A

I am writing in response to your letter, with enclosures, of 14 October 2008, regarding the above.

I am 64 years old, a retired Secretary, and have lived in Gosport, with my husband, for over 40 years. We have both been with the same surgery since moving from Portsmouth to Gosport.

I have known Dr **Code A** since she joined my Doctors' Group Practice in the early 1990s. Since then, I have seen her on numerous occasions at the surgery. I have always found her to be very approachable, caring and thorough. No matter how busy she has been, I have never felt under any pressure to rush through my appointments with her and, above all, she has never been willing to write a prescription, just to get the next patient in, quite the reverse. That is why I find the allegations against Dr **Code A** so unbelievable.

A reflection of her popularity, and confidence in her abilities, is borne out by the fact that her appointment book is always full and this has not changed, even in the light of the ongoing investigation. It has taken many years for me to find a doctor in whom I have complete trust and confidence in and can only hope that she will be able to continue to practice. I know that I not only speak for myself but for many of her patients in the practice, who will think Gosport a poorer place without her.

I do hope this letter will be of assistance to you but, should you require any further information, please do not hesitate to contact me.

Yours sincerely

Code A

Code A

Dear Sir,

I am a patient of Dr **Code A**. I would like to make this character statement in respect of her forthcoming hearing.

I have known Dr **Code A** for a number of years and have always found her to be an excellent GP, she is very understanding and always has time to spend explaining things properly, I never feel rushed when I see her or that all she wants to do is issue a prescription to "get me out quick" unlike some other GPs.

She is very easy to talk to which is sometimes all I have needed in the past when things have not been going great in my life and I have always left her feeling much happier with or without a prescription.

It is very difficult to get an appointment to see her as she is a very popular GP within my surgery so I am sure I am not the only one of her patients who feels the same.

I have read the allegations set out and it means nothing to me the medication prescribed to these patients not being of medical background, but I do know or strongly believe that she would only have prescribed the medication if it was in their best interest to make them comfortable and pain free, as that is what she has always done for me and my family

Yours Faithfully

Code A

Gosport

Code A

Your ref: **Code A**/jh/0005940/Legal.

3rd August 3, 2008

Code A

Dear Mr **Code A**

Thank you for writing to me, I am only too happy to give any support to Dr **Code A**

She has been my Doctor for many years and I would not wish to see any other Doctor unless absolutely necessary she makes you feel at ease and I can discuss anything with her and feel she has my interests at heart, she is a lovely person in herself and I have faith in her 100%.

In all the years I have known her she always gives not only me but other patients I have spoken to, to be very professional in every way. I personally feel that after all this time some closure should now happen, I do not believe that Dr **Code A** would prescribe the wrong medication to patients she cares far too much for her patients and only has their best interests at heart. I feel sympathy for the families concerned but surely this should now be put to rest

~~Yours sincerely~~

Code A

CHARACTER REFERENCE FOR

Code A

Code A

Status:

Children:

Nationality:

Code A

I moved to Gosport after returning from South Africa in 1987. My husband and I bought our home in September of 1988 and registered at the Crossway Surgery shortly there after.

I registered with Dr. Code A as I wanted a female doctor and my husband registered with Dr. Code A. In September 2004 my husband became terminally ill and while he was under the care of the Queens Alexander Hospital, he chose to see Dr. Code A because he had come to admire her as a doctor and he valued her opinion and advice. After he passed away in June 2006, I found Dr. Code A to be very supportive in her attitude towards me.

I have been a patient of Dr. Code A for the past twenty years and during that time I have always found her to be meticulous in her approach to all my ailments. When on occasion she has been unable to diagnose my ailment, she has referred me onto a specialist, thereby always making sure that I received the appropriate treatment.

I have found Dr. Code A very fair in her approach to my health. She has never issued me with a sick note unless it was really necessary. What I am trying to say is that she took her work seriously and would not issue sick notes just because you felt like having a few days off work. She would rather discuss the issues you had and tried to help you resolve them, either by offering advice or recommending other resources that may be able to help.

I recently found a lump in my breast on 12th May 2008 and went to see Dr. Code A and she dealt with me very swiftly. I was seen by the breast clinic on the 22nd May 2008 and had my final diagnosis on the 5th June and started treatment on the 19th June 2008. Dr. Code A kept in contact with me all through this process and discussed the situation with me and answered all my questions, putting my mind at rest.

I have great respect and admiration for Dr. Code A. She is a good doctor who cares about her patients' health and welfare. I would never doubt her integrity.

20.08.2008

Code A

Your ref: Code A/jh/0005940/Legal

24 June 2008

MDU Services Limited
230 Blackfriars Road
London SE1 8PJ

For attention of Mr Code A

Dear Sirs

General Medical Council – Dr Code A

I refer to your letter of 17 June 2008. I was the senior partner in the practice which appointed Dr Code A as an assistant with a view to partnership in January 1980 and as a full partner in April 1980.

I remained the senior partner until I retired in 1993.

Dr Code A was also employed as a clinical assistant at the Gosport War Memorial Hospital but I was not in any way responsible for her employment or supervision in this post so I am unable to comment in any way on her hospital duties.

As far as Dr Code A's duties as a general practitioner were concerned these were performed under my supervision until I retired and I am pleased to say that the way she performed these duties met with my full approval at all times. She was hard working, knowledgeable and very popular with patients and with the other partners in the practice. I cannot remember a single occasion when the performance of her duties gave me any cause for concern.

Dr Code A remains a part-time partner in the practice and talking to the other partners and to patients I have not been made aware of any concerns about the way she performs her duties.

I trust the above answers your queries.

Yours faithfully

Code A

Dr Code A

Code A

R.E. Character Reference for Dr **Code A**

Reference Number: **Code A**/jh/0005940/Legal

I am a ⁷⁸~~8~~ year old lady and have been a patient with Dr **Code A** for the past 26 years. Over this period I can honestly say she has treated me with the most upright professionalism and her trustworthy approach gives me nothing but confidence that she is a very able and dedicated GP.

Code A is a people person who in my opinion has always had time for me. She listens to what I have to say with a cheerful and helpful manner, Nothing is too much trouble and has even gone beyond the call of duty on a number of occasions to help me through a number of medical and personal matters.

I feel her outstanding professionalism and attitude has vastly improved my quality of life over the past two decades. I can always rely on Dr **Code A** to give honest opinions which are highly respected relating to my health and well being but also within the community.

Her passion and dedication reflects upon the kind, gentle, willing GP Dr **Code A** is.

Through my time as a patient I have gone through a number of medical and personal matters. Dr **Code A** views me not only as a patient but a valued person as well.

This is shown through her ability to put aside the physical problems but also concentrate on my life, emotions and coping strategy, where any help and support available is offered.

I have built not only a professional but personal relationship too which I admire and think is very important.

My husband was also a patient with Dr **Code A** but sadly passed away two years ago after suffering cancer. During this time Dr **Code A** was extremely helpful with regards to his care, medication, offering outside help and support and giving any advice she thought maybe valuable to his care but also was continuously looking out for my well being as well.

Even after his death, Dr **Code A** continues to show a great concern and compassion to my health and welfare following the after effects of such a great loss. For this I am truly grateful.

I have no doubt that Dr **Code A** is and always will be a my GP as she I trust her with my life

Yours Sincerely

Code A

Mrs **Code A**

Code A

Your ref: Code A/jh/0005940/Legal

24 June 2008

MDU Services Limited
230 Blackfriars Road
London SE1 8PJ

For attention of Mr Code A

Dear Sirs

General Medical Council - Dr Code A

I have known Dr Code A since she joined the practice, of which my husband Dr Code A was then senior partner in 1980, until the present day.

She has been my General Practitioner of choice for many years, although I have been seen by other members of the practice for emergency care.

As a Senior Clinical Medical Officer I undertook Developmental Assessment sessions at the surgery, and also medicals at schools in the locality.

In my opinion Dr Code A is an excellent doctor. From my own experience as a patient, she listens to what I say, examines thoroughly and reassures, refers or treats accordingly to her findings, she is a popular doctor and it can be quite difficult to make an appointment to see her.

During my sessions at the surgery I observed she was well liked by both staff and patients.

Likewise at school medicals, it was apparent that her patients were well satisfied.

To sum up, Dr Code A is of excellent character. She is conscientious, providing care of the highest standard. Her manner is professional with a clinical approach rather than an emotional empathetic one, but she is well aware of the background problems of her patients and the measures required to alleviate social and psychological as well as pathological problems.

Yours faithfully

Code A

REC
20 JUN 2008

LEGA:

Code A

1st Sept 08

Dear Mr Code A

I am writing with reference to your letter dated 19th August.

I am a 48 year old female with two grown up daughters and four grandsons, so I am kept very busy along with a part-time job and a husband and home to keep.

I have known Dr Code A for

2,

approx six years, She is
my husband's and my own
G.P.

My family and I have been
through some very traumatic
times.

Code A

and various other things.

Throughout everything Dr Code A
has been a wonderful doctor
and treated myself and
my husband with the utmost
care and empathy.

3,

Dr **Code A** has been more than a doctor as at times I have been angry, suicidal and not known where to turn.

Having had a number of Doctors due to having a Derruce background, I can honestly say that Dr **Code A** has been the most supportive and honest professional I have met,

Dr **Code A** has a genuine natural, caring approach to not only myself but with the rest of the family as well.

There is only one bad point I can think of and that is due to the popularity of

Dr Code A appointments are
very sought after.

That's not bad for a doctor
who is having to endure
such a case.

I hope this letter can be
of some help

With kind regards,

Code A

Code A

DEAR MR [Code A]

THIS IS MY CHARACTER REFERENCE
FOR DR [Code A] MY NAME IS

[Code A] BORN IN [Code A]

I WAS BORN IN GOSPORT & HAVE BEEN
A PATIENT OF THE FORTON ROAD SURGERY
SINCE I WAS BORN. I HAVE KNOW

DR [Code A] SINCE SHE JOINED THE
PRACTICE SOME 28 YRS AGO. AT THE

TIME SHE JOINED THE PRACTICE MY
G.P. WAS DR [Code A]. WHEN

DR [Code A] WAS NOT AVAILABLE
TO SEE, I SAW DR [Code A] WHEN

POSSIBLE. OVER A NUMBER OF YEARS

I PREFERRED TO SEE DR [Code A] AS

I FELT SHE WAS VERY UNDERSTANDIN

AND I FELT SHE NEW YOU AS A
PERSON & NOT JUST ANOTHER PATIENT.
MY ELDEST DAUGHTER WHO IS 38 YRS
AND HAS THREE CHILDREN AGED
15 YRS 11 YRS & 5 YRS. ALSO ALWAYS
LIKED TO SEE DR [Code A] FOR
HERSELF & HER THREE CHILDREN.
SHE ALWAYS FELT WELL LOOKED
AFTER & SUPPORTED BY DR [Code A].
FOUR YEARS AGO I HAD A NERVOUS
BREAKDOWN & WAS VERY POORLY.
I SAW DR [Code A] ALL THROUGH
THIS VERY DIFFICULT TIME. SHE
WAS ALWAYS AVAILABLE TO SEE
ME AT SHORT NOTICE & WAS SO
CARING & SUPPORTIVE. TO ME &
MY FAMILY WHO ALSO FOUND THIS
A VERY DIFFICULT TIME. WITH
DR [Code A] HELP AND THE RIGHT
MEDICATION I WAS PUT BACK ON
THE ROAD TO RECOVERY & WAS
ABLE TO RETURN TO WORK, STILL
HAVING HER CONSTANT SUPPORT.

IF AT ANY TIME I FEEL I NEED
TO SEE A DOCTOR I WILL ALWAYS
WAIT FOR AN APPOINTMENT TO
SEE DR Code A IF POSSIBLE.

MY MOTHER WHO IS NOW 92 YRS OLD
& IS ALSO A PATIENT AT FORTON
RD SURGERY. SHE WAS NOT HAPPY
WITH HER EXISTING G.P. AND
ASKED IF SHE COULD SEE DR Code A
WHOM SHE NOW HAS BEEN SEEING
FOR THE PAST FEW YEARS. SHE
WILL NOT BE HAPPY TO SEE ANY
OTHER G.P. AS SHE FEELS ABLE TO
TRUST DR Code A & FINDS HER VERY
KIND & SUPPORTIVE. I FEEL THAT
DR Code A IS A VERY GOOD G.P. &
MYSELF & MY FAMILY HAVE GREAT TRUST
IN HER. IF I CAN BE OF ANY
FURTHER ASSISTANCE PLEASE DO NOT
HESITATE TO CONTACT ME.

YOURS SINCERELY

Code A

Code A

July 15th 2008

Dear Sir,

Re: **Code A**

I am in receipt of your letter dated 4th July 2008, please find my response.

First some information about myself.

I am a 71 year old mother of three children, I was born and brought up in Gosport and am now living on my own. Since I can remember I have always been a patient of the surgery now known as the FORTON MEDICAL CENTRE. There have been 3 main doctors who have treated my family up till 1996. First was a Doctor **Code A** who was our family doctor while I was growing up. When I started my own family I was a patient of a Doctor **Code A** who emigrated to Tasmania in the 1970's. Soon after I became a patient of a Doctor **Code A** it was at this time that I started to have health problems, I developed asthma and my personal life became very stressful. I was medically retired from my job in Haslar Hospital and experienced a very traumatic divorce all of which had a great affect on my nervous system. At this point I became very disappointed in my treatment from Doctor **Code A** and lost all confidence in him.

My thoughts on Doctor **Code A**

My first appointment with Doctor **Code A** was a Tuesday 26th November 1996, and she has been my G P ever since. I cannot praise her enough she has helped to change my life. As I have said I had many health problems some very personal but with her understanding and caring ways my problems are now all under control due the medication she prescribes for me. With Doctor **Code A** you are not spoken at but spoken to and she always listens to what her patients says thus she has become not only my doctor but a friend but always on very professional level. After an appointment she would always insists on a follow up appointment to see if all was ok, to me that's what a dedicated doctor she is. My 3 children who live away from Gosport are very happy that I have such a caring person that I can contact with any problem regarding my health.

Finally I would like say Doctor **Code A** is a very popular Doctor at the Medical Centre. I cannot believe that such accusations have been against her because the quality of her general attitude and approach to the care and welfare of her many patients are without question.

Yours Sincerely

Code A

UCL DEPARTMENT OF ANTHROPOLOGY

Code A

Anthropology

Code A



UCL

Code A

Ref.: Code A/jh/0005940/Legal

MDU services,
230 Blackfriars Rd.,
London SE1 8PJ

4 July 2008

Dear Mr Code A

Dr Code A General Medical Council

I have known Dr Code A since 1974. I was for a period related to her by marriage, but since my divorce ten years ago this is no longer the case. Throughout the time I have known her I have grown close to her and her family. I helped out when her children were little and on occasion provided a temporary base for them as teenagers; Code A has done more than the same for me and mine. I and my children know Code A well not only as former relative by marriage, but as a lasting friend and mentor. My daughter is a medical student: over the last few years she spent short periods helping out at Code A GP practice, and was accepted on Code A recommendation to carry out voluntary work in a Gosport care home. In both, she met nothing but profound trust in and liking and respect for Code A for her professional skill, kindness and good judgment.

Code A has always been an exceptional person: strong, responsible, hard working, practical, supportive, with a deep affection and regard for family, friends and patients. We do not live close by and Code A has never been my GP, but I have on occasion over the years sought her advice over wider issues and I know how sensitive and even-handed her approach has invariably been. I have experienced at first hand the lively, creative and generous mindset she brings to helping people find solutions, and the deep professional integrity with which she addresses difficult problems, and which rules her personal decisions. Over the years I have watched from the sidelines I have seen Code A informally become senior statesman to her own energetic, individualistic, high-achieving extended family network of brothers, sisters, parents, in-laws, children, nephews, nieces. From that same perspective I have seen her throughout her career as an extremely thoughtful and responsible doctor, considerate towards those in her care, generous with her time, working to find perceptive, well-grounded, individually appropriate ways of managing complex health and family problems, leavening her professional skill with personal warmth, a strong sense of humour, and an equally strong dose of common sense and proportion. At the same time I have seen her meticulously careful in all things, always her own fiercest critic, setting herself personal and professional standards the rest of us would be proud to achieve and maintain.

Code A is not my GP, but there is no one to whom I would more readily entrust my health or the health of those dear to me. I hope to see her given the real appreciation she deserves, and I hope that some way will be found to acknowledge and make redress for the extraordinary burden that four recurrent cycles of investigation over a ten-year period, without let-up or resolution, have imposed on this outstanding and dedicated health practitioner. I would be happy to provide any further input you feel would be useful.

Yours sincerely,

Code A

Code A

Dear Sir

I have been a patient of Dr **Code A** for nearly 20 years, She is also my children's G.P. my brother-in-laws G.P and until recently before she moved my mother-in laws G.P.

I speak for my family when I say we always know we are getting the best treatment and care, when medicines are given they are explained clearly, so we know what we are taking and why.

Dr **Code A** is an extremely Good C.P., who I would rather wait days to see than one of the other partners.

yours Sincerely

Code A

RECEIVED



THE THORNGATE ALMSHOUSE TRUST

Registered Charity No: 226587

Russell Churcher Court
Melrose Gardens
Gosport, Hants. PO12 3BE

Code A

For the attention of:

Code A

MDU Services Ltd
230 Blackfriars Road
LONDON
SE1 8PJ

17th July 2008-07-17

Dear Mr Code A

Reference: General Medical Council – Dr Code A

I have known Doctor Code A on a professional basis since moving into the Gosport area in May 2000 in my capacity as a Registered Nurse in the following areas of employment in this town:

Thalassa Nursing Home – May 2000 to September 2001
Russell Churcher Court Care Home (Registered Manager) – January 2004 to the present time (it is in this capacity that I am writing this statement).

It was during the 18 months working at Gosport War Memorial Hospital (Daedalus Ward) September 2001 to May 2003 (I had to be medically retired following an accident) that I became aware of the constraints that had been put upon Dr Code A – with her practice colleagues covering our 'out of hours' doctor requirements for evening and weekends.

It is in the area of elderly care (Nursing Home & Care Home) working with this age group that it is very easy to notice how much a doctor really cares – with Dr Code A it could never be questioned. She is one of the few doctors in this area who just 'pop in' to see how one of her patients is progressing – one of the few who really treat the care home staff and relatives as part of a team during periods of palliative care. It is also very noticeable during this period of time how frustrating the prescribing constraints have become when a colleague has to be asked to prescribe something as basic as 'Oramorph'.

I can only repeat that I have found Dr Code A to be one of the most caring doctors that I have met during my 19 years specialising in elderly care when it comes to elderly medicine in General Practice. Her patient our resident is always treated and regarded as a whole person and not just a medical problem.

If there is anything else that you require please do not hesitate to contact me again.

Yours sincerely,

Code A

Registered Nurse Manager

Code A

1st September 2008

Dear Sir/Madam

I have known Dr **Code A** for many years, she is GP to my two children, **Code A** who is 22years and **Code A** aged 12 years and myself.

Dr **Code A** has always given good sound advice to my Children, and myself even when I under went intensive surgery for my ears, she always said that if I was concerned about anything I was just to call her.

When my daughter **Code A** was diagnosed with Epilepsy at the age of 5, she was in and out of hospital for 3 months, I was At my wits end, but Dr **Code A** always reinsured me that everything Would be okay and with the right medication, it would be controlled.

As a thank-you to her, my daughter made a picture to which she framed and still has today, Dr **Code A** even gave her a nickname she calls her baggage. Now every time I go and see Dr **Code A** she always asks me how baggage is and we have a good laugh.

In January 2000 my father was admitted to Gosport War Memorial Hospital from Hasler with Cancer and Dementia, Dr **Code A** was the one who explained all the treatment my dad would receive while in Hospital right down to which medication would be administer to him. All the family asked that he be made comfortable and free from pain.

As a family we were never in any doubt about the treatment that our father was given, we were always updated and kept well informed of any changes. If we were in any doubt about the way the treatment was given to him, we would ask for it to be explained to us all.

We felt Dr **Code A** gave her best and we could not of asked anymore, the care that she and her team gave my father, in the last few weeks of his life. Sadly he passed away on the 24th January 2000, even after his death she still stayed in contact with us all and made sure that she would always be on hand if we needed her help.

I think these acquisitions that have been brought against her are unjustified, and feel that she has been falsely accused of Serious Professional Misconduct, unnecessary.

Her dedication as a GP is first class and all the time I have known her I have never had any doubt about any treatment that she has given to my children or myself.

I would like to wish her all the best and hope the outcome shows that no misconduct was ever committed, and that she will overcome this. My thoughts are with her and I wish her all the very best.

Yours Sincerely

Code A

Code A

Code A

MDU Services Ltd
230 Blackfriars Road
London
SE1 APJ

18th July 2008

Dear Mr **Code A**

Re: Dr **Code A** - Character Reference

I have known Dr **Code A** for 28 years and throughout this time she has been a very caring, understanding and professional doctor. Dr **Code A** has always made time to listen to me especially in the past few years since I have been the main carer for my husband who has Parkinson's and because of this I am unable to attend any of the proposed hearings which I apologise for. She has also been an excellent family doctor and helped my daughter through some traumatic times.

I have suffered from high blood pressure for many years and since I have been seeing Dr **Code A** she has stabilised this with medication.

Dr **Code A** is a wonderful doctor with a very good sense of humour, and a doctor I trust implicitly. I would be happy to be telephoned to discuss further, as I feel this is a great injustice to a very honest, respectable person.

Yours sincerely

Code A

Code A

29/10/2008

Dear Sir,

I have known Dr [Code A] for at least 25 years. She has tended to not only me but my husband, my children and in recent years my grandchildren in her capacity as General practitioner.

Both of my children suffered from convulsions as babies and Dr [Code A] tended to them both on several occasions with care, diligence and a high level of professionalism of which I have always held in high regard.

After my father passed away and both my children were hospitalised due to convulsions I found that Dr [Code A] helped me to overcome a short spell of depression and offered tremendous emotional support to me.

In 2003 my granddaughter [Code A] was rushed to the surgery with breathing difficulties. Dr [Code A] treated [Code A] and also offered support to my daughter in law until the ambulance arrived for which my daughter in law will always be grateful. This incidence alerted Dr [Code A] to the fact that the surgery was in need of a vital piece of equipment. It is thanks to Dr [Code A] that the surgery now has the equipment necessary to deal with this situation should it happen again

I have always maintained that Dr [Code A] is extremely competent in her role as general practitioner at the surgery. Whenever I have visited her as a patient she has always been friendly and very thorough and extremely professional in her diagnosis.

As a senior member of staff with many years of experience, there is no other doctor I would rather see if I were to become ill.

Please do not hesitate to contact me should you require more information.

Yours faithfully

Code A

M.D.U.Services Ltd
230, Blackfriars Road
London
SE1 8PJ

Code A

25/08/08

Ref: Code A JH/0005940/Legal

Confidential :

Dear Sir,
General Medical Council – Dr **Code A**

Dr **Code A** has been our family doctor for over 20 years attending to my parents, my sister and myself. During this period of time she has treated me for a breast cancer scare, and also for a serious mental breakdown caused by work related stress combined with caring for both of my aged parents as well as the usual minor health problems.

My mother now aged 90 has been treated for manic depression by Dr **Code A** for a great number of years and is still under treatment for this illness at Phoenix Ward in the Gosport War Memorial in a non-residential capacity. This problem has consequently caused much stress and resulting illnesses in the family to which Dr **Code A** has always tended with a great deal of compassion and understanding. When it was found that it was no longer possible for my mother to live safely at home alone and the burden of this was getting too much for my sister and I to manage, she helped us to arrange a suitable care home in which my mother now lives very happily thanks to Dr **Code A** on-going care.

My father died in 1998 at the age of 87. He had had numerous strokes and was hospitalised in the Royal Haslar hospital for this, plus the fact he also was suffering from pneumonia. It was whilst he was there they found he was also suffering with work related asbestosis. Haslar hospital eventually informed us that they were transferring my father to the Gosport War Memorial Hospital as there was nothing more they could do for him. Whilst he was there he was treated by Dr **Code A** with the consistent care and compassion she has always shown to us all.

We feel as a family that prior to my fathers death at the Gosport War Memorial Hospital in November 1998 he was shown the best possible professional care and attention by Dr **Code A** and the hospital staff.

In conclusion we as a family have always had every confidence in the skill, compassion and professionalism of Dr **Code A** and will continue to do so.

Yours Faithfully

Code A

YOUR REF:

Code A/jh/0005940/Legal

Code A

22 July 2008

Dear Mr Code A

My husband, two daughters and I moved to Gosport in 1975 and were patients at the Gorton Road Surgery with Dr Code A until his retirement and then with Dr Code A from 1980. I feel I can best convey my high regard for her with a brief description of the care given during my husband's illness.

In 1985 my husband at the age of 50 was diagnosed with Parkinson's Disease and arthritis problems. His condition gradually deteriorated and in 1992 he took early retirement from the Civil Service on medical grounds. I also retired as a secretary at a local Comprehensive School to care for him full-time. During the next two years he underwent replacement surgery on one hip and both knees. For the rest of his life he was confined to a wheelchair.

YOUR REF: Code A/Jh/0005940/Legal (2)

We always knew that we could discuss any problem or worry with Dr Code A and receive her full attention and understanding. Her gentle sense of humour enabled us to get through some very difficult times. I looked after my husband for as long as possible until he was admitted into a Nursing Home where he died in 2003. My health also suffered due to stress.

During those years Dr Code A help, advice and support were invaluable. She was always professional in her manner and showed kindness and understanding at all times.

Yours sincerely

Code A

Re: Dr **Code A**

I have been a patient of Dr **Code A** for 28 years. I transferred to Dr **Code A** on witnessing the wonderful care she gave to my older sister for many years previous.

I have always found Dr **Code A** to be easy to talk to, consistent, attentive, helpful, understanding and polite. She has never made me feel like a nuisance and speaks to me in a way that helps me fully understand my ailment and her recommended treatment. She is extremely supportive and will give her time freely to talk to my family if needed.

Dr **Code A** has always monitored the success and/or effect of any medication she has prescribed to me and acts immediately upon any concerns I may have. Her care for me, during two particularly difficult bouts of illness, was second to none.

I feel extremely fortunate to be a patient of Dr **Code A** and would recommend her, unreservedly, to any one looking to transfer to a new doctor.

Signed **Code A**

Code A

Doctor **Code A**

I am **Code A**

Code A

I am a retired Royal Naval Medical Officer. My qualifications are MB BCH (Wales) 1968, FRCS(England) 1973 and I completed Higher Specialist Training in Urology in 1979. I joined the Royal Navy from the Royal Naval Reserve in January 1975. I was the surgeon in the Royal Naval Hospital Gibraltar from 1979 – 1982 when I returned to the Royal Naval Hospital Haslar as Consultant Urologist and Head of the Urological Department. I remained in that appointment until September 1990 when I became the Medical Officer in Command of the hospital. In addition I was the Professor of Naval Surgery 1988-1990. I remained in Command of RNH Haslar until 1996 when I became the Defence Postgraduate Medical Dean an appointment which I held until 1999 when I was promoted to Surgeon Rear Admiral and became the Medical Director General (Naval). In 2002 I was promoted to the rank of Surgeon Vice Admiral and became the Surgeon General of Her Majesty's Armed Forces. I passed that responsibility to my successor in October 2006 and I retired from the Royal Navy in January 2007.

My professional dealings with Doctor **Code A** would have been between 1982 following my return from Gibraltar and September 1990 when I became the Medical Officer in Command of the hospital.

Throughout that period I was a practicing Consultant Urological Surgeon and Doctor **Code A** was an established and respected General Practitioner in Gosport who regularly referred civilian adult and paediatric urological patients to me. These would have included minor and intermediate paediatric cases through to adult patients with advanced and major conditions.

I had a very high opinion of the quality and appropriateness of Doctor **Code A** referrals, her clinical acumen and her professionalism and I was aware of the high regard in which she was held by her patients. I have no recollection of any occasion where her clinical management or timing for specialist advice was inappropriate and I had every confidence in her clinical performance. In my experience she was a committed, caring and very able General Practitioner of integrity and compassion and I enjoyed working with her on the joint management of her urological patients. I respected her capability and had no reason to question her professional competence.

Her husband was a General List Naval Officer with whom I had some dealings after I had moved from clinical practice but I emphasise that my opinion of her

Code A

has been based entirely on my professional relationship with her and is not influenced in other way.

Code A

Code A

21 August, 2008

Code A/jh/0005940/Legal

Code A

MDU Services Limited
230 Blackfriars Road
London
SE1 8PJ

Dear Mr. Code A

GENERAL MEDICAL COUNCIL -DR. **Code A**

I have known Dr. Code A ever since she joined the practice. She was my late wife's GP until her death in June 2007. I attended with my wife everytime she had to consult Dr. Code A on great number times over the years.

My wife suffered a number of illnesses one of which was breast cancer in 1988. She had to have a mastectomy to remove her right breast. She recovered well but overtime she became very depressed and Dr. Code A recommended a breast reconstruction which she had. Unfortunately during the procedute nerves were trapped in her back which caused her great pain. Dr. Code A prescribed MST for the pain, after trying different doses the right amount was prescribed to reduce the pain threshold.

My wife also suffered Irritable Bowel Syndrome, Hiatus Hernia, Arthritis, Asthma and had crumbling Facet Joints. She was referred to the Pain Clinic who prescribed Cryogenic Analgesia which did not help. She was then referred to a Pain Management course which also did not help. We also had some family problems which just added to her depression.

I am an insulin dependant diabetic and in 1998 had a Heart Attack and eventually had a Triple Bypass operation. I started to recover from the operation for about three months then had a relapse and became very ill. I now suffer from Angina and had to retire early from employment.

All these problems affected my wife and me as we became even more depressed as it seemed that nothing seem to go right for us both. As I attended with my wife to her appointments it became obvious to change my GP to Dr. Code A and we made dual appointments when necessary.

I also have Arthritis in my hips, hands, neck I also have had back pain (slipped disc) and diabetic neuropathy. The drugs prescribed for my arthritis were discontinued because they affected the drugs prescribed for my heart problems. After consulting with my previous. Dr. Code A prescribed MST for my pain.

All these problems that my wife and I had made us very depressed and we just had to take every day one at a time.

- 2 -

August 21, 2008

Dr. [Code A] has supported both of us all through our problems. She diagnosed one of my grandsons with type one diabetes and although he has left the practice she always ask how he is managing and also asks about the rest of my family.

When my wife past away in June 2007 of Community Acquired Pneumonia and Chronic Obstruction Pulmonary Diseased [Code A] was concerned about my welfare as she knew that my wife was also my best friend and soul mate and we came as a pair.

Dr. [Code A] treated my wife and me all through our medical problems and welfare showing support, compassion and caring beyond what one would expect from a G.P.

I hope that this letter will help and Dr. [Code A]

Yours sincerely

Code A

**STATEMENT REGARDING MY PERSONAL KNOWLEDGE OF THE
PROFESSIONAL PRACTICE OF DR [Code A]**

I, [Code A] entered General Medical Practice in 1970 in Gosport at the Surgery then sited at 148 Forton Road, Gosport, as a replacement Partner. Dr [Code A], having seen her 2 children enter their primary education in the 1980's, wished to return to medical practice and approached several Practices in Gosport where she was living. The Forton Road Surgery at that time had no female Partners and as this was recognised a desirable addition and the workload was gradually expanding the Partners offered her a Part-Time Partnership which she accepted.

Dr [Code A] therefore had the unusual situation of becoming a Practice Partner without having a "list" with the post which was the usual situation. However she soon began to have an increasing following of patients from within the current practice population and new patients preferring a female Doctor. Amongst the patients seeking her care there was a preponderance of older females and children whose parents valued the care provided by a female Doctor who had a knowledge of children's ailments practically as well as theoretically. It is of note that all the male Partners' spouses also sought her medical care; this is always a good indication of the standard of medical and patient-friendly care provided by a Doctor.

Certainly to my knowledge the standard of Medical care and attention provided for her patients has always been of the highest calibre. As a Medical Partner it would have become apparent if her medical care and expertise had been less than optimal. Dr [Code A] always made sure to keep her Medical skills and knowledge up to date by the attendance of daytime and evening courses. As the years passed and her children became self-sufficient Dr [Code A] share of the Practice work increased both in daytime and out-of-hours duties.

She also accepted the post of clinical assistant in elderly medicine as the extended Gosport War Memorial Hospital accommodated increasing numbers of elderly patients under the overall care of consultants from the Portsmouth Elderly Medicine Department. As the Hospital had no resident Medical Staff, the Practice Partners agreed to "cover" their care in Dr [Code A] absence.

Dr [Code A] also accepted office in the Gosport PCG, the forerunner of PCTs, and was able to give the benefit of her General Practice experience to the Committee. This was guiding the development of General Practice and its negotiations with the secondary care provided by the Hospital Service.

Despite the negative publicity the investigation you refer to has produced in the Press her patients continue to consult her regularly. It has become a regular event after yet more adverse publicity to find flower bouquets being delivered at the Surgery.

I am very willing to state it is my considered opinion that the professional and personal qualities exhibited in her conduct in General Practice were of the highest standards.

Code A

Mon. 30th JUNE 1908

Dear Sir

Concerning the allegations of serious professional misconduct against Dr **Code A** have come as a great surprise to me, and cannot imagine there being any truth in this matter.

Whilst working with Dr **Code A** as receptionist for over fifteen years his caring & professional manner to his patients & colleagues alike was always evident.

My mother in law Mrs. **Code A**

Code A became a long stay patient on Daedalus ward at Gosport War Memorial Hospital. Our family were most grateful for the extremely good care &

attention that she received
from Dr **Code A** & all nursing staff

I cannot speak highly enough
of Dr **Code A** both as a working
colleague & patient care for our
family as a whole, & sincerely
hope that all these allegations
will be disproved, she can
continue to give her excellent
care for her patients.

Yours Sincerely

Code A

Code A

MDU Services Limited
230 Blackfriars Road
London
SE1 8PJ

2nd August 2008

Dear Mr **Code A**

RE: **Code A**/jh/0005940/Legal

I have been a patient of Dr **Code A** for at least 20 years. During this time I have always found her caring and attentive.

Dr **Code A** came for an emergency home visit when I thought my granddaughter had meningitis; she checked her over and was very thorough, kind and professional, even after being vomited over! Dr **Code A** really put our minds to rest.

In my years working as a care worker, I have had many clients in the War Memorial, and I know Dr **Code A** was an extremely trusted and popular doctor.

I have always found my care from Dr **Code A** excellent. At one stage, she realised I was having more infections than I should be, and she was very careful to thoroughly check me to make I didn't have a form of cancer.

Dr **Code A** attitude has always been exemplary. She's been very good to me over the years and has always been there for me. She has always asked questions and has given me care of the highest quality.

Yours sincerely,

Code A

Code A

19 September 2008

Your Ref **Code A**/j h /0005940/Legal

Dear Sir,

In reply to your letter concerning Dr **Code A** I would like to say that I have been a patient of the Forton Medical Centre for approximately 11 years, and have seen Dr **Code A** on numerous occasions. During this time I have found Dr **Code A** to be one of the best doctors I have known. She has always listened when I have talked about my problems, and given me an honest opinion on my conditions. Dr **Code A** has always been fair and to the point, and has never mistreated me, I admire her for this.

You asked me if I could tell you a bit about myself, but really there is not a lot to say. I am 78 years old woman, who looks for a doctor that I can rely on and trust to look after me in my twilight years, and I know that doctor **Code A** is that person. You asked about the trouble she is in, I cannot give an opinion on this as I knew nothing about her problem until Dr **Code A** flatly refused to give me my repeat prescription for Diazepam as she said she was under an investigation of a medical nature, and I have never been a patient of the War Memorial Hospital. This has in no way affected my judgement of Dr **Code A** in anyway. But as an ordinary person I cannot except that she is capable of any wrong doings. In a few words to close, I would just like to say that Dr **Code A** is one of the finest doctors it has been my pleasure to have met, and I for one will be very sorry to see her retire.

Wishing you and Dr **Code A** all the luck in the world at the hearing, In my opinion for what it's worth she deserves a medal, not to be castigated.

Yours sincerely

Code A

Code A

Mrs **Code A**

Ps This letter has been typed by my husband, as I am not into computers.

Code A

8-10-08

Dear Sir,

I would like to say a few words about Doctor
Code A She has been my doctor for 30 years. She has
 been a very good doctor to me, very caring and kind
 and I trust her completely - she has seen me through
 many illnesses - one was life threatening, and if it was
 not for her I might not be here.

I am absolutely appalled at what she is going
 through concerning patients at Gosport War Memorial
 Hospital. Dr **Code A** would not dream of doing anything
 like that, never mind doing it. I think this should
 have been sorted out years ago and not left to fester
 like it has.

I think now that someone should start to think
 about compensation for her because this is just someone
 looking to make trouble. You should know what a
 good doctor she is, in fact, she is the best. Other
 patients must think so too because you have a terrible
 job getting in to see her - she is fully booked with
 appointments all the time, also if it is known that
 she is doing the Emergency Surgery she is working very
 late - there is not anyone more caring than she is.

2

I am very glad that she is my doctor. I know that I am safe in her hands and there is no way that I can thank her enough for all her care and attention towards me.

I do hope this will help a tiny bit - I am not good with words, so I hope you can understand what I am trying to say, as even this does not do her justice.

Code A

Ref No. **Code A** JH/0005940/ Legal

4/02/09.

Code A

Tele. **Code A**

Dear Sir

Dr. **Code A** has been my doctor and that of my late wife for over twenty five years.

I have always found her very efficient + friendly and I have never had any cause for concern.

Owing to committments I am unable to attend the hearing in person and I hope that this letter will suffice.

Yours sincerely

Code A

Code A

10-Aug-08

My name is **Code A** I am a General Medical Practitioner
GMC No. **Code A** Practising from Premises at Stoke Road Gosport
known as Stoke Road Medical Centre.

I have been a GP at this Practice since 1986.

Dr **Code A** has been in Practice at the Forton Medical Centre for the
same period of time. The Forton surgery is approximately half a mile
distant from my surgery.

I have known Dr **Code A** as a colleague within the Town, also through
membership of the Gosport War Memorial Committee an organisation for
representing the views of Gosport General practitioners.

Dr **Code A** was chair of the Gosport Primary Care Group, I was also a
member of this committee as a representative for Health Improvement. I
have also attended educational courses at which Dr **Code A** has been
present.

On occasions patients change practice within Gosport for various
reasons. I have never heard criticism of Dr **Code A** care from any
patient.

From my knowledge of Dr **Code A** over these years I would judge her
character to be kind, honest, caring with a professional attitude to her role
as a Doctor. I am not aware of any character defects.

I have always felt that I would be happy for her to care for my own
mother if she had been a patient of Dr **Code A** and not resident
elsewhere.

Code A

Code A

Code A

11 August 2008

General Medical Council – Dr **Code A**

Dear **Code A**

I am a General Medical Practitioner, GMC N^o **Code A**. I am a fulltime partner working in Brune Medical Centre, **Code A**. I have worked in general Practice in Gosport since 1989.

I have known Dr **Code A** as a colleague working in a neighbouring practice since that time, and in more recent years as a personal friend. My professional links to Dr **Code A** have been through meeting her at educational meetings, her association as a local representative on the PCG, a member of the Gosport Medical committee and also on a more social level in the Lady Doctors Group, where the discussion often turned to work related matters.

Gosport remains a close-knit community and working in the town you do get a feel as to who are the well regarded GPs in the area – there is movement of patients between practices as they move in and out of catchment areas. I have never heard or had any impression from a patient of Dr **Code A** that they had anything less than the upmost respect for her and I have heard no criticism of her medical care.

Relating to her work at the Gosport War Memorial Hospital, a very close personal friend of mine's mother, was admitted under Dr **Code A** care after a severe cerebrovascular accident. My friend has always expressed that she had complete confidence that Dr **Code A** would give her mother the best care. She was also very grateful to her for her straightforward and honest assessment of her mother's prognosis when they were in discussion together about her mother's health.

Over the years I have known Dr **Code A** I have always found her to be open, straightforward and completely honest in her dealings with everyone. She has been immensely supportive at times, and is someone I would have no hesitation in turning to for advice. I would also be happy to have her as a General Practitioner for any member of my own family.

Yours sincerely

Code A

Telephone: **Code A**

Code A

The MDU,
MDU Services Limited,
230 Blackfriars Road,
London,
SE1 8PJ

Date: 27th June 2008

For the attention of Mr. **Code A**

Ref: General Medical Council – Dr. **Code A**

Dear Mr. **Code A**

In reply to your letter of the 25th June 2008 regarding Dr. **Code A** I confirm she has been my doctor since 1987.

My first appointment with her was due to my being under some stress. My husband had been diagnosed with Cancer in July 1986 and was told that his life expectancy was eight months. Unaware of this, Doctor **Code A** first question to me in the surgery was; "Why are you so concerned about your husband?" As I tried to explain I broke down. Without hesitation Dr. **Code A** came to me and put her arm round my shoulder and said "You poor thing, I see you have not had an appointment with any doctor in the last 8 months, now sit quietly for a while it is time for you to have some care and attention." She then began the process of taking blood pressure and arranging blood tests.

Doctor **Code A** concern for me was apparent and I felt she would not only do what was required medically but that she was compassionate and kindly. I could not have asked for more in a doctor.

My husband made a remarkable recovery although Dr. **Code A** never failed to ask after him whenever I had an appointment. Her advice to me has always been straight forward she has been quick to refer me to hospital for more detailed advice whenever necessary.

My trust in Dr. **Code A** has never wavered, her professional judgement, her compassion and general behaviour has remained the same over the past 21 years. I am particularly mindful of this over the last two years because my husband has suffered another medical setback.

It is a comfort to know that Dr. **Code A** is there to offer me help and advice.

Yours sincerely,

Code A

Code A

Code A

Code A

The MDU,
MDU Services Limited,
230 Blackfriars Road,
London,
SE1 8PJ

Date: 27th June 2008

For the attention of Mr. **Code A**

Ref: General Medical Council – Dr. **Code A**

Dear Mr. **Code A**

I am happy to respond to your letter of the 25th of June and do so willingly and without pressure from any quarter, however, I have to first point out that Dr. **Code A** is not my standing GP but she has occasionally advised me medically as duty doctor at the Forton Health Centre.

Dealing first with Dr. **Code A** general manner in the surgery I can only say that I was always impressed by her warm welcome followed by a positive and unhesitating description of the problem I was suffering at the time. Without wasted words I would be offered sound advice and where applicable – a prescription. I would leave the surgery buoyed up by her confidence and reassurances.

Dr. **Code A** lives close by my home in Alverstone Village. There have been occasions when matters of local history have brought me into contact with her and her husband. Conversations were pleasant and interesting at the same time I admire how she maintained the dignity of her profession by avoiding too close a friendship.

I would trust this lady with my life. She has attended my elderly sister (aged 96) in the Rest Home she resides at. When my wife attends her surgery I am told she always asks after my health, leaving me impressed by her sincerity as well as her professionalism.

I am not qualified to comment on the medical matters you acquainted me with and would not be willing to attend Court but I am willing to answer any questions you may wish to put to me in correspondence.

Code A

Code A

11th July 2008

To whom it may concern,

My name is [Code A] I am 44 years old and have been a patient of Dr [Code A] for 28 years. She has been my doctor through 5 pregnancies, all of which needed extra medical attention as I suffered from high blood pressure and premature births.

[Code A] my eldest aged 25, suffered from childhood asthma and Dr [Code A] was always on hand to give me great support being a new and young mum. My son [Code A], aged 21, was probably my child who was greatly helped by Dr [Code A] was nearly 10 weeks premature suffering from bronchitis and then asthma as a child. Dr [Code A] was a great help getting him the right specialists and medication and was always on hand for advice and reassurance. When my son wanted to join the army he was originally turned down due to the fact that he had had childhood asthma. Dr [Code A] took the time to write to the army to inform them of the age he stopped suffering from asthma attacks, which aided them in providing him with a lung function test. The lung function test was a success and he enlisted. [Code A] my youngest daughter 12, is undergoing ongoing medical treatment and refuses to see any other doctor because she feels so at ease with Dr [Code A] due to her caring and patient nature.

I am also a carer for my mother and Dr [Code A] is treating her for rheumatoid arthritis and COPD. Dr [Code A] went to great lengths to make sure that the medication and treatment she received was the best it could be. My mother is also on oxygen and no matter how busy Dr [Code A] is she is always willing to see my mother, or me whether this is by appointment, house call or even a phone call. When my mother becomes poorly she can deteriorate very quickly and it is a great comfort for both of us to know Dr [Code A] is at hand.

Regarding Dr [Code A] character I can say that she has been caring, has a great sense of humour and has a great manner of making you feel at ease when you are at your most anxious. She is the most personable, approachable doctor that I have ever been treated by and she shows genuine concern for any problems or worries you may have.

Whenever Dr [Code A] has prescribed medication or suggested treatment I have had total faith in her judgement and have been more than satisfied with the results.

Yours truly,

Code A

From: **Code A**



GOVERNMENT HOUSE,
GUERNSEY GYI IGH,
CHANNEL ISLANDS.

TELEPHONE **Code A**

From **Code A**
MDU Services Ltd
230 Blackfriars Road
LONDON SE1 8PS

2 August 2008

Your reference: **Code A** /h/0005940/16921

● Dr Mr **Code A**
Thank you for your letter of 25 June referring
to Dr **Code A**
Council.

and the General Medical

Code A was my G.P. for almost 2 years in
2002 and was kind enough to take me onto his
already full list as an unexplained max to Gosport.
● My husband had been due to retire from the
Royal Navy imminently and had been asked to stay on
to run an important project unexpectedly - hence our
move from Northwood and cancellation of retirement
plans - all within 6 weeks. I found the swift change
- yet another house move and another house to
surprise very difficult at that time. Nothing was
too much trouble for **Code A** when I turned up
exhausted and needing support quite badly.
Apart from being a patient of **Code A** for that period
- we have known the family for many years and had

I great respect for both **Code A** and the whole family. I had and have complete trust in his professional care.

Code A appears to be quite fierce to those who do not know her well. She is totally honest, forthright and uncompromising in her views but she also has great compassion, empathy and kindness. Professionally she would assess and attend her patients with exemplary care and I cannot imagine mistreatment or misconduct on her part for anyone - she would always have the care and welfare of her patients uppermost in her mind in all actions.

Over the protracted period of the inquiries - and despite the stress and distress she has suffered - she has remained stalwart and positive, caring, and committed to the profession she loves.

I find the allegations against her both distressing and hiding. I think she is exceptionally honest and professional - basically - 'as straight as a die'!

I apologise for the time taken to reply to you and if I can be of any further help - please do not hesitate to contact me. I am also sorry that the inquiry has been deferred once again.

Yours sincerely

Code A

RECEIVED

17 AUG 2008

From: **Code A**TELEPHONE:
01481 726666 (OFFICIAL)**Code A**GOVERNMENT HOUSE,
GUERNSEY GY 1GH,
CHANNEL ISLANDS.4th July 2008**Code A**MDU Services Limited
203 Blackfriars Road
LONDON SE1 8PJDear Mr **Code A**

Thank you for your letter of 25 June referring to Dr **Code A** the General Medical Council. I am delighted to be able to contribute to righting the wrongs that have, in my opinion, been done to her over the last few years. Furthermore I would be happy to make myself available to attend and give verbal evidence on her behalf at any hearings if that were considered to be beneficial.

I am a retired naval officer, my last appointment in the Royal Navy being that of the Deputy Commander-in-Chief Fleet from 1999 to 2002. Subsequently I was appointed by Her Majesty The Queen as Lieutenant-Governor and Commander-in-Chief of the Bailiwick of Guernsey where I currently still serve.

I have known **Code A** and her husband, **Code A** a naval colleague of mine, for some 26 years, and we are now personal family friends. I have never been a patient of **Code A** but she was my wife's General Practitioner over a particularly difficult period of her life, and my wife and I owe a huge debt of gratitude for the thoroughly professional and caring way that **Code A** looked after her. I have no doubt that my wife will expand on this in her written submission.

Code A can appear as an austere and somewhat ascerbic lady to those who do not know her well, when in fact she is a caring, considerate and concerned person in both private and professional environments. She will certainly tell you what she thinks if asked, and sometimes without the invitation, but always with your very best interests at heart.

I have absolutely no hesitation in saying that she has my complete confidence and trust, and is someone that I would turn to for help and down-to-earth advice, knowing that what I would get was the truth and the very best practical direction on the best way ahead.

I have read the outline allegations very thoroughly, and I can only say that what is alleged against her in the papers is, from my knowledge of her character and professional commitment, diametrically opposed to the personal and medical care which I am certain she would apply in these circumstances. To me the allegations of serious professional misconduct seem perverse and unbelievable.

I also know that over all the years that these allegations have been thoroughly investigated, and despite the remorseless pressure on her, Code A has never allowed the strain to affect her attitude to her vocation, or to her spirit.

I stand ready to give any further help that might be required of me.

Yours sincerely

Code A

Code A

Your ref: Code A/h/0005940/Legal

Dear **Code A**

I am writing in reference to matters concerning Dr. **Code A** my local G.P. In my experience over the past approximately 15 years I have been a patient of Dr. **Code A**. I have always found her to be very professional and approachable. She has with no doubt in my mind dealt with medical concerns with vigour and uncompromising care. I don't know what I would have done without her guidance and care in my bad times.

My mother was also a patient of Dr. **Code A** for many years. She always felt confident with decisions made by Dr. **Code A** and when she could not get around too well I used to take her to her appointments and took charge of my Mothers drugs. Dr. **Code A** was very clear in her directions about the taking of the drugs and I never doubted her ability at all.

My Mother was in Gosport War Memorial for a short time with Shingles but was on a different ward to the cases being questioned. I have no knowledge about anything that went on in the other wards in the hospital.

I hope this letter will help Dr. **Code A** as I do not believe and never will that she could do anything that would put a persons life in danger.

If you need any more information from me please do not hesitate to contact me.

Yours sincerely

Code A

Code A

8th September 2008

Dear Sir or Madam

General Medical Council - Dr **Code A**

I have been a patient of Dr **Code A** since 1984 and during that time she has seen me through **Code A** being told that I no longer was able to have children, an **Code A** dealing with a invalid Mother, a traumatic divorce with all that goes with it such as having to sell my home and find another and still having to deal with an invalid Mother and then the death of my Mother.

I also saw Dr **Code A** on a regular basis for routine visits to have my arthritis checked and to have my hormone replacement and blood pressure checked.

Dr **Code A** also looked after my Mother for a number of years and she was the Doctor who attended my Mother when she had her stroke and I was present then. My Mother spent some time in the War Memorial Hospital and I was present on a number of occasions when the Doctor came round and it was often Doctor **Code A** and she showed nothing but kindness and respect to my Mother and treated her with dignity.

Doctor **Code A** has helped me to cope with the major events in my life to the point that I felt she practically lived through my divorce with me because she made sure that I had regular follow up appointments with her and as well as checking my blood pressure, making sure I had enough medication for arthritis and that my epipen was not out of date which could so easily have happened because of the emotional state I was in.

I have never at any time felt that I was being a nuisance, no matter what I went to see her for and I would rather wait to see Doctor **Code A** rather than go to another Doctor if at all possible, this was because I felt that she would not let me down and I had every faith in her and trusted her medical judgement implicitly.

Yours faithfully

Code A

17/10/08

Code A

Code A/JH/0005940/legal

Re Dr

Code A

Dear Sir,

I am a 71 year old patient of Dr **Code A**, and have been so since my GP retired in the early 80s. I am for my age basically healthy, so I do not attend the surgery on a regular basis, when I need to do so however, I have always found Dr **Code A** very kind and sympathetic, helpful and very professional. I will continue under her care for as long as I am able. In my opinion she is very dedicated, an excellent GP.

Yours faithfully

Code A

Statement by **Code A** - 24 June 2008

Colleague of Dr. **Code A** - March 1985 until December 2003

I was a State Registered Nurse (qualified April 1969) and Midwife (qualified December 1973), when employed as a Midwifery Sister at the (then) G.P Maternity Unit (Blake), Gosport, in March 1985. Dr. **Code A** was one of the Doctors in General Practice, in Gosport, who frequently visited her patients in the Unit and was responsible for their care. The Unit was closed in 1992 and a ward, allocated to maternity, was then opened at Gosport War Memorial Hospital, where Dr. **Code A** continued to care for her patients.

My mother was for the last 15 years of her life (she died in 2007 - aged 89 years) frequently a patient in Gosport War Memorial Hospital - she was cared for in Sultan Ward, Dryad Ward and Daedalus Ward on a number of occasions. Always receiving an exceptionally high standard of care, from both Medical and Nursing staff.

During the 18 years that I worked as a colleague of Dr. **Code A** she was a G.P. whose decisions I trusted, whose approach and attitude to her work I admired and whose integrity and judgement were professional and sound. She worked with enthusiasm and was an approachable and helpful colleague.

Dr. **Code A** was always professional, caring and conscientious. Her relationship with her patients was one of trust. They always welcomed her visits and she acted in their best interests, at all times. Any physical examinations required were carried out diligently and findings were always accurately documented. Treatment was discussed with the patient and the appropriate carer. Drug therapy was clearly and accurately documented. Advice was offered in a careful, thoughtful manner, again, in the best interests of her patients.

It is difficult to highlight all the aspects of her care and approach, but her kindness was shown to me when my Mother was transferred into the Gosport War Memorial Hospital and was found to be positive for MRSA. Dr. **Code A** came to see me to advise that I too was tested; she was concerned for the welfare of the patients I was looking after.

She supported our fund raising, to buy extras for the patients, by contacting her husband and asking him if his crew would fund raise for us, and they did, enabling comforts for the patients to be purchased.

A thoroughly professional and caring Doctor who always put the welfare of her patients first.

Code A

Rheumatology Department
Queen Alexandra Hospital
Cosham,
Portsmouth, PO6 3LY

Switchboard:

Secretary:

Appointments:

Fax:

Code A

Portsmouth Hospitals



NHS Trust

Code A

Consultant Rheumatologist

Please quote our ref: **Code A**

27 July 2009

Your ref: **Code A**/jh/0005490/Legal

PRIVATE & CONFIDENTIAL

Code A

MDU Services

230 Blackfriars Rd

London

SE1 8PJ

Dear Mr: **Code A**

General Medical Council – Dr **Code A**

I have known **Code A** since I came to Portsmouth as a Rheumatology Senior Registrar in 1988 and then became a Consultant in 1991. I did weekly outpatient clinics in Gosport War Memorial Hospital from 1988 until 2001. We communicated over patients and met occasionally at education meetings. I have always had great respect for **Code A**.

She has always appeared self assured and competent. Her referral letters were clear and to the point. I believe that she managed her patients' rheumatological problems with great skill until she felt they need specialist help. She did not refer huge numbers and those she did refer had been appropriately managed. She was the sort of person that would put herself out for a patient if they were in need of help. In those days we treated Rheumatoid Arthritis with gold injections, which created extra work for GPs and their practices. **Code A** never balked at taking on this additional workload if it was in her patient's interest.

The patients had great affection and respect for her (old and young alike). They were confident that they could call on her for help when they needed it. I too felt that she would be a great strength if I ever needed support. I felt that she had strong leadership skills and would be able to assess complex situations and make sense of them. She was the sort of person that 'would know the right thing to do'. I would have trusted her judgement.

Code A and I are both members of the Fareham and Gosport Lady Doctors group, which meet a few times a year for education and reflection. **Code A** has not been frightened of speaking her mind and we have had some fairly heated debates, but I have never felt that **Code A** held views that were outside conventional medical boundaries.

Yours sincerely

Code A

Code A*General Practitioner**Brook Lane Surgery***Code A**

13 August 2008

Code A

Solicitor
 MDU Services Limited
 230 Blackfriars Road
 LONDON SE1 8PJ

Dear **Code A**

Dr **Code A** has asked me to write to you on her behalf regarding her yearly appraisal which took place on 5 March 2008. I can confirm that the GP led peer appraisal was completed on that date and we covered aspects of good clinical care and maintaining good medical practice. Other areas included relationships with patients, working with colleagues and probity. We also discussed teaching and training, research and health.

I can confirm that following these discussions I was able to comment that Dr **Code A** continues to maintain good clinical care and has achieved good QOF results and has a good recent IM & T DES visit. We agreed that she would continue to review and audit chronic disease data and continue to review repeat prescribing. A personal development plan was reviewed for the preceding year and had been satisfactorily completed. The PDP was completed for this year.

I am happy to say that Dr **Code A** has satisfactorily completed her appraisal for this year and her form 4 and PDP were sent to the PCT Clinical Governance Lead for appraisals as per the normal process.

If I can help with any further information please do not hesitate to contact me.

Yours sincerely

Code A**Code A**

Code A

18/08/2008

Code A

MDU Services Ltd
230, Blackfriars road
LONDON SE1 8YB

Your Ref: **Code A**/jh/0005940/Legal

Dear Mr **Code A**

With reference to your letter dated the 5th August 2008 and regarding the future proceedings against Dr **Code A** for alleged Serious Professional Misconduct.

Whilst it would not be possible to comment on the medical aspects of the charges being brought against Dr **Code A** I would like to make some observations regarding my experience of Dr **Code A** acting as my GP for the past 15 years.

Within the time Dr **Code A** has acted as my local doctor I have received treatment for a number of ailments including a Hysterectomy, Breast Cancer, Partial and very painful Eruption of my Achilles Tendon and Type 2 Diabetes. During all of my treatments and visits, Dr **Code A** has always treated me with great kindness and respect. I have always found her easy to talk to, Sympathetic, Patient and Caring. She has always taken the time to explain my treatment and medication, the reasons for its use and any side effects I may expect.

Over the years I have gained great respect for Dr **Code A** and have come to rely on her understanding and advice. I could have been attended to by any of the other doctors who practice at the Forton road Clinic, but always have preferred to be treated by Dr **Code A** I have found her to be an excellent doctor and a kind and caring person and can not believe that she would do anything that would deliberately harm or injure any of her patients.

Yours Sincerely

Code A

REF: Code A / JH / 005940 / LEGAL



Code A

GOSPORT

23 JUN 2008

LEGAL DEPARTMENT

Dear Sir,

Dr **Code A** looked after my parents for many years. My father first saw Dr **Code A** a few weeks after she came to Forton Practice. I have also over the years been a patient of Dr **Code A**.

My parents were always treated with the utmost respect, dignity + kindness and could not wish for a better GP. Dr **Code A** and Dr **Code A** came to see my father at home where with their help I nursed him until he died 28th Jan 1999, peacefully at home after many years of suffering from lung disease.

My mother had a stroke and was wheelchair bound and over the years Dr **Code A** has been a very caring GP, that anyone could wish for. My mother died August 12th 2007 at a nursing home where I stayed with her.

till the end. Dr **Code A** made that possible. Dr **Code A** gave my mother all the care and attention that was needed in the last days of her life. My Mother was aged ~~80~~ 84 years when she passed away.

Dr **Code A** ~~is~~ Care towards me and my Parents has always been EXCELLENT.

Dr **Code A** is such a popular GP, it is almost impossible to get an appointment to see her in surgery.

Yours Truly

Code A

(MRS)

Code A

Mrs

Code A

RGN

Code A

23.5.09

To whom it may concern,

I have known
 Dr Code A for many years, both as my
 own G.P & during my 18 years work at the
 Gosport War Memorial Hospital.

I worked as a staff nurse at the
 G.W.M.H & cared for many of Dr Code A
 patients during that time.

As one of her own patients, she
 helped me through many difficult times, such
 as my husband's prolonged illness & my
 depression following his death. She also
 supported me during & after my surgery
 & treatment for breast cancer 6 years ago.

I have consistently found her to

be an excellent G.P., always supportive professional & thorough. In my opinion as a nurse, she is & always has been a person of integrity & someone who is genuinely concerned for those in her care.

Code A

Code A

Tel. Work:

Monday, 27 October 2008

MDU Services Limited
230 Blackfriars Road
London
SE1 8PJ

Dear **Code A****Code A** [jh/0005940/Legal](#)

I am writing in response to your letter dated 14th October 2008.

I have known Dr **Code A** in the capacity as a GP in the practice at Forton Medical Centre for approximately the last 15yrs. Although I do not attend the practice on a regular basis, possibly once or twice a year, whenever I have had the need, or in the future will need to attend I will without a doubt always ask for Dr **Code A**

When Dr **Code A** was first at the surgery it was most difficult to obtain an appointment with her, always having to wait longer for an appointment as she was the most popular Doctor within the surgery, especially with women and elderly patients. Having said that, she was always worth the wait as she never made you feel like you were wasting her time, I have always felt comfortable and confident with any diagnosis she has made for me or any of my family.

For obvious reasons I cannot comment on the enclosed list of accusations as I have no knowledge of medical terms, but please believe me when I say that I do find it very difficult to comprehend that Dr **Code A** would not put the well being her patients first and foremost in any given situation, whether they be elderly or otherwise.

My mother was a patient at the War Memorial at the time Dr **Code A** was in attendance, never at any time did I or my brother feel the need to question her competence as a Doctor whilst treating my mother. Had I or my brother at any time had concerns about her conduct, then we would have without doubt raised the issue there and then.

Please feel free to contact me at anytime if needed.

Yours sincerely

Code A

Code A

Your Ref: Code A/jh/0005940/Legal
 To whom it may concern

29 Jun. 08

I first met Dr Code A twenty one years ago. I had just changed my doctor from Dr Code A as I wanted to see a woman doctor for my problems. She was very understanding and listened to me. As a result from this first discussion she sent me to the Royal Hospital Haslar where I ended up having a hysterectomy and the surgeon finding cancer, to which I have, luckily enough fully recovered.

Since then she has been the GP that I see all the time. My family also have been with Dr Code A and have been treated with all the care and consideration you would expect from a family GP.

My daughter had a problem conceiving, Dr Code A didn't just say keep on trying as other GP's have been saying, she arranged for my daughter to have test done in hospital, and as a result my daughter became pregnant. The hospital on one occasion did a test that should not have been done on a pregnant person and my daughter was very worried that this may have harmed the baby, rather than say lets see how it goes Dr Code A arranged a scan to save my daughter worrying all weekend.

I have over the years suffered heart attacks and had a by-pass operation and through it all Dr Code A has been very helpful in ensuring that all hospital appointments check ups were chased up, my recovery was due to the helpful assistance and having a friendly ear listening to my problems. Dr Code A also found out that I have diabetes and has ensured that my blood tests and results were followed through with.

Dr Code A has also looked after my mother, on one visit Dr Code A was very concerned about my mother's chest and arranged a visit from a doctor from the Gosport War Memorial Hospital who dealt with older people. As a result of this checks followed and my mother was diagnosed as having lung cancer and had approximately six months to live. Dr Code A took great care of my mother's needs and always treated her with dignity and respect, she also made my mother smile a lot.

My family and I have a great respect for Dr Code A she has always treated and listened to all our problems with true professionalism.

Yours sincerely

Code A

Code A

8th September 2008,

Dear Sir,

I am writing in support of a very highly respected Doctor who has always conducted herself, as a very competent practitioner, her support and understanding are also a great asset to her. Myself and family have always found DR **Code A** to be competent in her medical decision and appropriate in manner with a good sense of humour.

We wish Dr. **Code A** well for the future.

Yours sincerely

Code A

Family

Code A

7. 7. 08

Dear **Code A**

I dont remember how long ago it is since Dr **Code A** came to surgery at Gosport it is quite a few years ago. Myself & **Code A** my husband was only to pleased to be patients to Dr **Code A**. Not only is she caring and most helping as a Doctor, you can speak to her as a friend about your family and like-wise. There was one-time I asked Dr **Code A** to come and have a word with my father & 7yr old. Yes she came to have a look at him "This is what she said" you like a an Old Ford Car the engine worn out when Dr **Code A** Rad gone. We look

looked at me and laughed. "she's right you know" and said with full service.

As the years & months went by Dr. Code A never forget the time my dear dad went and she used to say how many years is it now (Bless Her) it was always mentioned. I can always pick up the phone if I want to speak to her about my husband who has Parkinson's Disease this is his eight years and ask her any question, she is very help full indeed. There is no greater Person in my eyes than ^{DR} Code A. Code A she is simply the Best.

My Husband & I wish her all the Very Best and hope & pray somewhere along the line at the G.M.C. meeting think: what a Great Professional Doctor & Caring Person in all walks of life she is

Good Luck Doctor Code A
Yours Sincerely Code A

Code A

Dear

Code A

9. 11. 08

Just recently I lost my beloved husband Code A who had "Parkinson Disease" It would be nice if you and the "General Medical Council" took into account just how much Doctor Code A ment to me. For he passed 10yrs. We had the Very Best of Help from Dr Code A and the help of Doctor Code A and Nurses at the Gosport War Memorial Hospital Day Centre. When Code A passed away a couple of months ago, who did I turn too Dr Code A, she has been my Rock not only as a Dr but as a really true friend, always there with a helping hand. I would like

to say I hope that Dr **Code A**
never leaves Gosport (she
will be sadly missed.)

Yours sincerely

Code A

Ref: Code A/jh/0005940/Legal

Code A

09 July 2008

Dear Code A

Dr Code A

I am writing in response to your letter dated 07 July 2008. I have been Dr Code A patient since 1980. She has always been so very kind to me. In 1999 I was taken very poorly. My son phoned for a doctor at our surgery. The on call Doctor came and told me I had a trapped nerve. I was still so unwell so later on my daughter in-law took me in to see Dr Code A. She could see I was not well she sent me to Haslar Hospital to see a consultant. I was told I had to have a heart bypass. I became so poorly again I was taken into Haslar hospital and kept in there. I was then rushed by ambulance to Harefield Hospital in London where I had a triple heart bypass. I was in a coma for 5 days. My family was told I could die. I strongly believe at that time if it had not been for Dr Code A I would not be here today, I owe my life to Dr Code A.

I now see Dr Code A every 3 months for a regular check up. I have always found her so very kind. She told me any time to ring her if I felt I was unwell. I was very shocked to discover the allegations made against Dr Code A. The first I heard of it was reading it in the news paper. All the drugs that Dr Code A has prescribed for me, have worked extremely well. (Please see enclosed list)

I have found Dr Code A to be so caring she is always so booked up with patients at the surgery. I have never heard anybody talk about her in a bad way. I cannot put into words how grateful I am to have her as my Doctor.

Because of my ill health I feel that I would not be able to travel too far in order to be in court. However I appreciate so much all Dr Code A has done for me I would be willing to travel to Portsmouth if needed.

If I can be of any more help please do not hesitate to contact me

Yours Sincerely

Code A

Code A

Code A

MDU Services Limited
230 Blackfriars Road
London
SE1 8PJ

16 September 2008

Dear Mr **Code A**

Re: General Medical Council – Code A

I have read very carefully your letter and accompanying copy of Notice of Inquiry and find it impossible to believe that Dr **Code A** is guilty of any of the allegations detailed in the draft.

I have been a patient of Dr **Code A** since 1985 when, after having my son, I suffered from post-natal depression. Dr **Code A** very successfully treated me and encouraged me to set little goals, one of which was to take up a new hobby. Acting upon her advice I enrolled on a music course and later became a music tutor in Adult Education. I started my own business in July 2001 and am now the proprietor of a very successful music establishment in Gosport.

I have a very high regard for Dr **Code A** and can't thank her enough for what she has done for me over the past 23 years. I have always trusted her totally with my own health and that of my two children.

I have complete confidence in her judgement and will continue to do so.

Yours Sincerely

Code A

Code A

7th July 2008

Your Ref: **Code A**/h/0005940/Legal

Code A

MDU Services Ltd
230 Blackfriars Road
London
SE1 8SP

Dear Mr **Code A**

Re: General Medical Council – Dr **Code A**

I write in response to your letter dated 25th June 2008.

Firstly a little information about myself. My name is **Code A** I am 77 years old, a retired Building Contractor and widower since 1999. I have four children, 5 grand children and one great grandchild.

My late wife, **Code A** and I and my son, **Code A** joined Dr **Code A** medical practice in 1994. My wife at this time had been fighting breast cancer for some 4 to 5 years, sadly she died in January 1999.

During this time Dr **Code A** was most caring, helpful and professional, and has continued to be so for myself, my son and his family, so much so it is difficult to imagine how we would cope without her. I have no doubt that my feelings would be mirrored by the majority of her many patients and I truly believe that Dr **Code A** always has the best interests of her patients in mind in all that is required of her.

Yours sincerely

Code A

Code A

Code A
 MDU Services Limited
 230 Blackfriars Road
 London
 SE1 8PJ

Code A

25 September 200

I

Your ref: Code A jh/0005940/Legal

Dear Mr Code A

General Medical Council – Dr Code A

My name is Code A I m 44 years of age, married with 2 daughters age 16 and 9.

I have been a patient of Dr Code A for 18+ years. I work part-time for Barclays Bank as a mortgage specialist – I have been employed by them for 26 years.

Whenever I need to see a doctor, I would always seek an appointment with Dr Code A and I am normally prepared to wait rather than see another doctor in the practice. Dr Code A appointment slots are generally booked days if not a couple of weeks ahead due to her popularity. My mother-in-law, Mrs Code A age 76 is also a long time patient of Dr Code A. She has received on-going care for many years and like me does not seek treatment from any other doctor.

Over the years I have always found Dr Code A to be attentive, generous with her time, friendly, empathetic, understanding and above all professional. I can only comment on the care that I have received over the years and that of my ageing relative. Although you have sent me notes regarding the allegations, I do not feel qualified to comment. I believe Dr Code A to be a caring person, true to her profession and this is the side my mother-in-law and I have witnessed over the years.

Any medication which I have been prescribed over the years was explained and any side effects brought to my attention and discussed. I am generally in good health and would probable only see Dr Code A 2-3 times a year. The only exception to this was during the period of my two pregnancies when I would have seen her more regularly during that time.

Dr Code A is a doctor in whom I trust and I will continue to consult her in future. My daughters Code A also consult Dr Code A for their medical care.

Yours sincerely,

Code A

Code AYour Ref: **Code A**/jh/0005940/Legal

6 October, 2008

Dear Mr **Code A**

I am writing to you in regards to charges brought against Dr **Code A** at the General Medical Council.

My wife and I have been patients of Dr **Code A** for the last 28 years and have never had any reason to distrust her advice, diagnoses or prescriptions. Throughout this time, my wife has had various health issues, and upon visiting Dr **Code A** has found her to be very attentive and professional in her care. On any occasion when I have felt the need to visit Dr **Code A** for any healthcare issues, I have always placed the utmost trust and faith in her as a medical professional and she has never let me down.

As a healthcare professional, I believe Dr **Code A** to be of an extremely high standard. I have found her to always deal with any problems in a straightforward manner, to the extent that any news, however unpleasant, is delivered directly and without unnecessary delay. As for the issue of overprescribing medication, I cannot see Dr **Code A** being someone who would do this, as everything my wife and I have been advised to take has been thoroughly explained beforehand, leaving no doubt as to dosage and possible side effects.

As a doctor to the family, we have found Dr **Code A** to be a very understanding person who never fails to present herself in a professional manner. We have always found her very easy to talk to and will continue to gladly call upon her as our doctor whenever the need arises.

Yours sincerely,

Code A

Code A

GOSPORT

Code A

GOSPORT

HANT'S

I HAVE BEEN A PATIENT OF DR. Code A FOR
 AT LEAST 15 YRS. IN THAT TIME SHE HAS BEEN
 VERY HELPFUL AND SEEN ME THROUGH SEVERAL
 HEALTH PROBLEMS, OF WHICH I FEEL MY HEALTH
 AND PREDICAMENTS HAVE BEEN AT THE FOREFRONT
 OF HER CONCERN AT ALL TIMES. I HAVE NEVER HAD
 TO WORRY ABOUT HER DECISIONS OR CHOICE OF
 MEDICATION PRESCRIBED, AND HAVE ALWAYS HAD
 FULL CONFIDENCE IN THE DIAGNOSIS AND TREATMENT
 OF ME. SHE HAS ALWAYS BEEN READY TO LISTEN
 TO ME AND ANYTHING I'M NOT SURE OF SHE HAS

ALWAYS EXPLAINED OR ADVISED,

IT HAS ALWAYS BEEN MY IMPRESSION
THAT SHE IS ALWAYS KIND AND CONSIDERATE
AND PUTS HER PATIENT'S NEEDS FIRST.

I HAVE INCLUDED MY PHONE NUMBER
SHOULD YOU WISH TO CONTACT ME

Code A (MAS)

RECEIVED

AUG 2000

TELE

Your Ref: **Code A**h/0005940/Legal

8th September 2008

Re General Medical Council – Dr **Code A**

Dear **Code A**

With reference to the above matter: I have known Dr **Code A** for some twenty years in my capacity as a Medical Representative, as you can imagine I regularly see general practitioners on a daily basis. This enables me to get a good understanding of how they view and in fact treat their patients. During my many medical discussions with Dr **Code A** I have always found her to put the welfare of her patients first. She is always very ethical in her approach to prescribing, asks for clinical evidence for any of the drugs I have discussed with her, and makes her decisions around this, unlike many other doctors I see. She has always come across as a very caring doctor, who gives her patients time when needed, which often makes her run late for other patients. Her attitude is always very professional with staff, medical reps and patients alike, this is probably why I don't hear anything bad about her from the patients whilst sat in the waiting room. Sitting in waiting rooms over many years I do get to hear the patients view on doctors, unfortunately these views are often right, this is why I felt very upset when I heard about this on going case against Dr **Code A**

Dr **Code A** is not my general practitioner; therefore it is difficult to directly comment on her abilities when treating patients. However I would have no concerns in her medical ability if she were, or indeed recommending her to new patients. All of the reasons listed above are why I can confidently say this.

Yours Sincerely,

Code A

Code A (Senior Medical Representative)

Code A

10th July 2008

Tel: Code A

Your: Code A/jh/0005940/Legal

Dear Mr. Code A

General Medical Council - Dr Code A

Thank you for your letter of 9th July, whilst I am very happy to provide you with a character reference, I am obviously unable to make any comment with regard to the Gosport War Memorial Hospital in 1998. I consider it scandalous that this case has been dragging on now for ten years, and I can only imagine what psychological effect it must be having on Dr.

Code A though thankfully she showed no sign of this when I last saw her on Monday 30th June.

I have been a patient of Dr. Code A practice now for some 20 years, but only since 2001 have I been in her care. My wife Mrs Code A - see separate letter - has probably more knowledge than I, having been a regular visitor to Dr. Code A for some 23 years, suffering as she does with arthritis. Whilst, as previously stated, my dealings with Dr. Code A have only been for some seven years, I have obviously been privy to all my wife's visits, and how this caring doctor has dealt with all our family problems - and there have been many - for so many years.

I only know Dr. Code A as a patient and from your letter, I note that you require thoughts - good and bad - well I can assure you that there is nothing bad one can say about this doctor.

Now 70 years of age and having had type 2 diabetes for twelve years, and blood pressure problems, I used to fight shy of visiting a surgery, but now I have no such fear, as I know I will be welcomed in her surgery at any time, and a laugh and joke will often follow.

I find her caring attitude second to none, and wish her well in facing up to the G.M.C.

(2)

In my opinion - and I am sure I speak for many others - the persons bringing this case are only trying to gain financially, and I sincerely hope that they get nothing and Dr. **Code A** can carry on practising.

Code A

Code A

MDU Services Ltd.

230 Blackfriars Road,

London SE1 8YB.

Code A

10th July 2008.

Tel: **Code A**Your Ref: **Code A**/jh/0005940/LegalDear Mr **Code A**General Medical Council - Dr. **Code A**

Thank you for your letter of 9th inst.

I write as a patient of Dr. **Code A** of some 23 years and am very happy to share some of my knowledge with you, although I very much regret that she is being put through this ordeal. I suspect that financial gain is the only reason that these persons are bringing this case, hence the numbers of hangers - on who subsequently jumped aboard and thankfully have been thrown off.

My husband and I have two daughters, the youngest was diagnosed with diabetes at the age of five and has been insulin dependent now for some 34 years. In 1996, she was almost nine months pregnant, when her husband came home and found her unconscious in their lounge. The baby was dead and had to be delivered in the Intensive Care Unit at the Queen Alexandra Hospital Portsmouth. My daughter has been left with slight brain damage. My elder daughter had breast cancer in 2003 and had a mastectomy, and I have had arthritis for many years, so you will appreciate, I am sure, how we have had to depend on good doctors.

Whilst I cannot claim that Dr. **Code A** has been our G.P. for all the years mentioned above, she has always taken a keen interest in our family, and never fails to ask about their well - being.

I am sorry I am unable to make any comment on what happened at G.W.M.H. ten years ago, but I wish Dr **Code A** all the luck in the world in her battle with the G.M.C.

(2)

Yours sincerely,

Code A

Code A

MDU Services Ltd,
230 Blackfriars Road,
London SE1 8YB.

Code A

2 September 2008

Dear Sirs,

Reference: **Code A**/jh/0005940/Legal

My name is **Code A** I am 67 years old and I have been a patient of Dr **Code A** since she joined the surgery which was then based at Forton Road.

I suffer from diabetes and high cholesterol and therefore need to see Dr **Code A** on quite a frequent basis.

Whenever I need to see a Doctor at the surgery I always request to see Dr **Code A**. The reason for this is that out of all the Doctors at the Surgery I find Dr **Code A** is the most friendliest and the most approachable. She has a very nice manner and is very friendly and caring. She always knows exactly what is wrong with me when I tell her the symptoms and she is very caring in the way she speaks to me.

She always takes time to talk to me about any of the medical issues I have gone to the surgery with and will spend time with me discussing the issues. She always gives me as much time as I need to be able to speak to her which is a very rare quality as most Doctors only spend a few minutes with the patient whereas Dr **Code A** is completely different. She has an excellent bedside manner and I feel she is genuinely concerned about her patients.

She is a very genuine person who is always honest with me and is someone I have great regard and respect for.

With regards to the allegations that have been made against her I was very shocked that these had been made against her.

If you need further assistance please do not hesitate to contact me.

Yours faithfully,

Code A

Code A

10/10/2010 10:10:10

Code A

MDU Services Ltd
230 Blackfriars Rd
London
SE1 8PJ
Attn. **Code A**

14th November 2008

Dear Mr **Code A**

Thank you for your letter of 15th October 2008 regarding the matter of a GMC inquiry into the clinical practices of Dr **Code A**. I am more than happy to write on behalf of Dr **Code A**.

I have been a patient of Dr **Code A** for many years. I am 68 years old and a retired school teacher. My husband, our two children and I registered with the Forton Road practice in 1969. When Dr **Code A** later joined the practice my daughter and I transferred to her patient list, preferring to discuss any health concerns with her. The main reasons were that she took the time to really listen and was totally committed to ensuring we always received the most appropriate care. Over the years I feel that Dr **Code A** and I have developed a very good patient/doctor relationship such that I have complete confidence in her ability to diagnose and treat any health problem.

On two occasions Dr **Code A** referred me to specialists who subsequently arranged necessary operations. During recent years my health has been affected by bronchitis and repeated chest infections and in each instance I have received excellent care from Dr **Code A**. She has always acted in my best interests and I have total faith in her ability as a GP.

I would like to wish her every success in repudiating the claims that have been made against her.

Yours sincerely,

Code A

Code A

Code A

Solicitor
MDU Services Ltd

16th July 2008

Dear **Code A**

Re: **Code A**

Thank you for asking me to write on Dr **Code A** behalf setting out my views of her character and giving my opinion of her. I have no hesitation in doing so.

I was, until September 2007, a General Practitioner (GP) in Gosport, Hampshire having started work here in 1978. I trained at St Mary's Hospital, London, passed my finals in 1971 and fully qualified in 1972. Between 1972 and 1978 I did hospital work in various specialities in England, Bermuda and New Zealand. I have worked as a GP in Gosport since then. I became senior partner in the practice in 1990.

I first met Dr **Code A** when she did locum work in my own practice in 1979 or 1980 before she joined her present practice. Indeed, my partners at the time and I did not realise the Dr **Code A** was looking for a permanent post and would have considered offering her a post in our practice if we had. The reason for this is that we appreciated how good she was at General Practice even in that short time. Since then, I have known her as a cheerful, hardworking and caring physician. She became clinical assistant in Elderly Medicine in the '80's or '90's (I don't know the details) and also was involved in the formation of Gosport PCG and acted as chairman for some time. I was part of that group and her performance in that role was excellent.

You asked in your letter for comments about Dr **Code A** both good and bad. I haven't got any bad comments.

I will now describe the functioning of Gosport War Memorial Hospital (GWMH) as I know it but you will forgive me for not knowing anything about Dr **Code A** contract as a Clinical Assistant. Gosport is very fortunate in having GWMH which is a local hospital with inpatient beds. There have been changes over the years but the hospital has a mix of Elderly Medicine beds, GP beds and outpatient services. The Elderly Medicine beds are further subdivided into long-stay beds, rehabilitation beds and terminal care beds. These categories are not necessarily definable and there are areas in between that would best be described as grey areas – because elderly people may change in their condition without warning depending upon their illness or circumstance. Elderly patients were therefore being looked after long-term perhaps while awaiting a place in an "old people's home" or being rehabilitated to a state where they could live in the community or an old people's home or they were in a position of having been investigated and treated but not being expected to recover ie palliative care.

Dr [Code A] worked in the Elderly Medicine department, as far as I know with the supervision of the Consultant in charge of the beds and, as far as I could see, very efficiently. My surgery was in Gosport Health Centre at the time of the allegations and our building is attached to GWMH on the same site. As I drove to work in the morning I always saw Dr [Code A] car parked outside the hospital as she was visiting the wards before going to her own surgery to do her GP work. I took this to be an indication of her dedication to the post which she was serving. During that time Dr [Code A] asked me to sign cremation forms for some of the patients who had died in the Elderly Medicine department. Sometimes these patients had been registered with my practice and I would have had some background knowledge of their previous condition. The signing of the second part of the cremation form is a legal act not to be taken lightly. I have signed many of these forms over the years and always made sure I was in possession of all relevant facts before doing so. The procedure is as follows: the clinician who was looking after the patient at the time of death contacts another physician who is not in the same practice or department and tells him or her the cause of death and the circumstances leading up to the death. The second clinician then speaks to someone who has been looking after the deceased or who has some knowledge of the events leading up to the death. If the second clinician is sure that there is no reason the cremation needs to be delayed then and only then, does he or she sign the form. In the case of the patients from the Elderly Medicine department there was always a senior nursing staff nurse, sister or nurse manager to interview and also the hospital notes to inspect. In no case in which I was asked to sign a cremation form did I feel there was a problem with the way that patient had been treated.

From the paper work you have sent me, I understand that there is some concern that doses of the opiate drugs prescribed were not in the patients' best interest. I never felt that was the case in the cases I was asked to comment on. At the time in the Elderly Medicine department the prescription of these drugs was put in this manner in order for the staff to be able to increase the dose of the drug without the difficulty of having to find a prescribing clinician to change the dose. This was particularly for out of hours and weekend times when undue suffering may have been caused if the patient had to wait for someone to be called into the hospital. This manner of prescribing is not only confined to Elderly Medicine, I have come across it in treatment of pain especially with regard to cancer sufferers.

I repeat my earlier comment that in my opinion Dr [Code A] is a competent and caring clinician who has spent the last 10 years at least in a very unnatural condition waiting for this case to be completed, I hope the contents of this letter will contribute to that.

If there is anything else you think I should include, then please get back in touch with me.

Yours sincerely

Code A

Code A

15th September 2008

To the General Medical Council, London.

Dear Sirs,

Personal reference concerning my opinion of the character and professionalism of Dr. Code A

My name is Code A and I am 57 years old. I have lived and worked in Gosport virtually all my life and I and my family have been patients of Dr. Code A for over 20 years. During my working career I have been Code A of two local Companies - Blakes Marine Paints Ltd (Marine Paint Manufacturer) where I was employed for 18 years and the Portsmouth Harbour Ferry Company plc where I was employed for 10 years which, among other interests, owned and operated Gosport Ferry Limited which provided the cross harbour ferry service between Gosport and Portsmouth using 4 x 32 metre vessels and carrying some 3.7 million passengers / annum.

My experience of Dr. Code A throughout the years that I have had the pleasure of being a patient of hers has been nothing but good. I have never had cause to doubt or question her diagnosis or professional ability. Coupled with this she has a kind, patient and caring personality with an excellent sense of humour which can always bring a smile to anyone's face even in the most difficult of circumstances. It has never ceased to amaze and inspire me that even through the last 10 years when she must have been under the most intense professional and personal pressure over events at the Gosport War Memorial Hospital she has, so far as my experience is concerned, never wavered in her dedication to the care and well being of her patients. In all the circumstances I regard this as a tremendous achievement in itself and it reinforces my overall opinion of her as an excellent Practitioner and a strong and very decent person.

Two examples from my own personal medical history that for me at least set her apart:-

- Some 7 years ago I contracted an ear infection and for some reason I which eludes me now I did not see Dr. Code A but was told by another Doctor to see the Nurse and have my ear syringed as there was wax & debris in the ear, I went back weekly as instructed but the infection became worse and over a period of some 4 – 5 weeks the other ear became infected to the point where I was not only in significant pain but was virtually deaf. The situation became more critical as I was due to collect a new ferry from Sharpness Docks and bring it back to Portsmouth with a delivery Crew. It became imperative that the ear problem was sorted out. I therefore resolved that on my next visit to the Surgery to have my ears syringed yet again I would insist something more was done. As luck would have it as I was giving the practice nurse an "ear bashing" of her own Dr. Code A walked by the open door and obviously overheard my remonstrations. On enquiring as to the history she immediately invited me into her consulting room, examined my ears, prescribed some antibiotics and three days later my ears mercifully "popped" the pain subsided and I could hear again.

This was an occasion when she could have just walked on by but she chose not to, instead she took it upon herself to stop what she was doing to put a patient's immediate needs first, dealt with the condition speedily and very efficiently and without the usual formalities of making appointments, waiting times etc.

- In January 2005 having had a very difficult three preceding years both on the personal and professional front which with the benefit of hindsight had left me in a seriously depressed state of mind. I eventually bowed to family pressure and decided to get some help. Having had no previous personal experience of such a situation and how to deal with it I finally plucked up the courage to write to Dr [Code A] with a brief outline of the history and subsequent symptoms. I dropped the letter in the Surgery letter box on Sunday evening and to my surprise by 08.45 hours on the Monday morning Dr [Code A] was on the phone. She talked me through the issues raised in the letter and the options as regards treatment and the fact that in all the circumstances described there was unlikely to be a quick solution although she suggested medication may for a while help me through the most difficult phase. She also strongly recommended I took Counselling as a principal help towards breaking out of the spiral of decline that I was in and after further discussion recommended someone who she considered was very competent and with whom she had worked many times in the past to good effect. While the whole concept of mental illness was alien and somehow personally embarrassing I followed her advice to the letter and once again I am very pleased to say that her incredibly prompt action and good advice sorted me out and helped me move forward from what was a very low point in my life.

I cannot speak too highly of Dr [Code A] and can only say that so far as my own personal experience is concerned I have total and upmost confidence in her professional ability and competence. I would have no hesitation in entrusting my life and that of my children to her good hands.

Yours faithfully

Code A

Code A3rd August 2008Your Ref: **Code A**jh/0005940/LegalDear Mr **Code A****General Medical Council – Dr **Code A****

I write with reference to the above.

Since coming to Gosport in 1968, our family which is myself, husband, and two daughters, have been with the Forton Road practice during that time.

On many occasions whilst our family were growing up, we have been seen by Dr **Code A** and have always been treated with respect and understanding.

Since the loss of one of our daughters, who was only thirty-two when she died she has been very supportive, compassionate and in no way detrimental to the Medical Profession. She has offered counselling not only for my husband and myself but concern for our Grandson who was only eleven years of age when his mother died.

Over the years I have had ongoing health problems with Bronchietasis, and had many infections and pleurisy. But also with the added stress, I have recently had a heart attack and stroke, for which her concern for us all has been reassuring.

My husband has been seen regularly for his blood pressure and again been treated with professional medical care and advice by Dr **Code A** and once again been treated with the utmost compassion and reassurances.

I cannot express enough of our family's concern for Dr **Code A** who has given us all the help advice, medical expertise and compassion when the need as arisen. Also, that this matter will soon be resolved without any blemish for Dr **Code A** so that she may carry on with her profession.

Yours sincerely

Code A

Tel: **Code A****Code A**

14 November 2008

MDU Services Limited
 230 Blackfriars Road
 London
 SE1 8PJ

Dear Mr **Code A**

General Medical Council – **Code A** Character Reference.

I first became Dr **Code A** patient in September 1992 by pure chance, when she saw me as an emergency patient following a worrying incident the previous day. While driving home from work my hands turned purple, so I drove straight to the doctors and saw the nurse, who suggested all sorts of possibilities – none of which bore any relation to the eventual diagnosis, but who thought I should be alright overnight, although it may be advisable to see a Doctor the following day. At reception Dr **Code A** had just had a cancellation, so they fitted me in to see her – it was ultimately to prove the most important appointment with a Doctor I have attended.

Just prior to this emergency, I had previously visited my regular Doctor at the same practice, after being told by the Home Care lady, who attended both my sick parents, I looked ill and should see a doctor. I went feeling dreadful with weight loss and pains in my shoulder, but got the usual lecture that there was nothing wrong with my heart, the pains were tennis elbow and I should leave the car at home and walk!

That first appointment with Doctor **Code A** was a totally new experience, she listened to my problem, sent me for blood tests, shoulder and chest X-rays. In the 60 years that I have been a patient at this practice I had never received this type of treatment from any other doctor.

Two days later there was a note through my door, asking me to attend her surgery 2 days later. I was very worried at the speed it had all happened which made me fear the worst as I had spent my working life in a Shipyard and thought it was Asbestosis. With this worrying possibility, I asked my wife to come with me, and when Dr **Code A** said I had Type 2 Diabetes, I said thank God, and my wife explained my fears.

She told me in future to make all appointments to see her, and put me on tablets to control my glucose levels. But that was not the end. From that time onwards she has insisted I see her initially once a year, and after a few years, increased it to twice yearly. At each visit she will enquire about my wife's health, even though she is with a different practice. When I took early retirement she discussed with me whether I would be able to cope financially and how I intended occupying myself in my early retirement, and any day to day problems I may have etc, all enabling her to assess any factors that may be affecting my general health.

In the initial stages of diagnosing Type 2 diabetes, she in conjunction with [Code A] an excellent diabetic nurse at the time, encouraged me with diet and exercise regimes that enabled me to cease taking tablets after 5 months.

Fortunately I have had only 2 other problems, both minor. In one case Dr [Code A] made a provisional appointment with an ENT Specialist in case the problem worsened, and which luckily was not required. The other case was an ear infection that I have had on and off since childhood, and again she made an appointment to see a Hearing Specialist. This I think this emphasises the fact that she does not hesitate to seek specialist advice when she considers it necessary, contrary to the allegations regarding Patients B and J.

I think from this you can see why I rate her so highly. She is thoroughly professional, considers a situation in depth, listens to patients' concerns and gives a great deal of thought to the treatment she prescribes. I have been her Patient from 1992 to date, which covers the periods before and after which the alleged incidents took place, and my confidence in her has not waived, and I shall continue to remain her patient as long as she is practicing, and is prepared to put up with me!

I worked for the MoD and any disciplinary matter had to be dealt with as expeditiously as possible. I feel it is disgusting that these inquiries have gone on so long, and that the career of a dedicated first class doctor like Dr [Code A] has been ruined by so far unproven allegations together with a poor disciplinary system that takes so long to reach its findings, the combined effects of which have limited her potential and demoralised her in the task of getting on with caring for the large number of patients who like me appreciate her dedication and hold her in high regard.

Yours sincerely

Code A

Code A

22nd August 2008

Your Ref. **Code A**jh/0005940/Legal

My Ref. **Code A**

Dear Mr **Code A**

I would like to give my view on Dr. **Code A** character,

My name is **Code A** address as above. I am a patient of Dr. **Code A** I have been at the surgery since January 1955 when I arrived in Gosport, from Kent. After my Dr. retired. I asked to have Dr. **Code A** Who I have been a patient of since 1978, I only met her a few times till about 1981, in which time I was having a lot of problems on and off, for the next 3 years. December 1984 we found out the trouble, after Dr **Code A** sent me to a specialist at Hasler Hospital. It was Bowel Cancer, I was seen and operated, within a week.

Dr. **Code A** found out what time I left hospital, and came to see how I was and to give any help I needed.

Over the years Dr. **Code A** has always been helpful, and always gave good advice, when I needed it. Dr. **Code A** was also very supportive when my husband died, with lung cancer January 1988.

My ex daughter-in-law and granddaughter was also a patient of hers. Till they left the area. Dr **Code A** always asked after them when I had a appointment..

I am not able to help about the enquiry at War Memorial Hospital. Except to say. I know Dr **Code A** could not be accused of being careless and not caring.

The Records state Dr. **Code A** did not keep clear, accurate and contemporaneous notes in relation to A,B,C,D,E,F,G,H,I,J,and/or K's In my case I know Dr. **Code A** can go back on her notes from when I joined in 1978 after having Bowel Cancer many times during the next 10 years I needed information, which she was always able to give me. I have always found her very dedicated and professional in her job.

Yours sincerely

Code A

Code A

As a patient of Dr. **Code A** for many years, I have found her to be thoughtful, considerate, and a Doctor that will listen to you with intent. She has always been kind and had what I would call a lovely bedside manner.

I have been a patient of Dr. **Code A** for twenty-five years, and now at the age of 73 years, in reasonably good health for my age. I put a lot of this down to the treatment and prescriptions needed over many years to Dr. **Code A**.

Not being a man who can explain himself very clearly, she would probe gently and question intently until the problem is solved, thus putting my mind at rest and the problem solved. I can only speak as a patient of Dr. **Code A** and hope that my thoughts about her are clear.

Hoping you have a clear indication
as to my thoughts of the character
of Dr Code A and my experiences
of being a long time patient and
a grateful one that

Code A

Code A

Code A

22 August 2008

*MDU Services Limited
230 Blackfriars Road
London
SE1 8PJ*

Ref Code A /jh/0005940/Legal

Dear Mr Code A

Thank you for your letter dated 19th August 2008. I am more than happy to provide Dr Code A with a character reference. Just to set the scene I am a registered nurse and my current post is that of Clinical Nurse Manager with the West Hampshire Out Of hours Service. However my relationship with Dr Code A is that of patient - doctor.

I have known Dr Code A since 1983 when my family moved to Gosport. The practice was the nearest to where we were living at the time and I was assigned to Dr Code A list by the practice.

I feel over the intervening years that I have received the best care and advice available. This has built a confidence and more importantly a trust in her judgement as a clinician. She has always been honest, careful, appropriate and caring in her dealings with both myself and with my family and I can find no fault with her practice.

I think I can best illustrate my relationship with the Dr Code A from the first appointment I had with her. I was six months pregnant at the time with my second child. After the initial examination Dr Code A was writing in the notes she looked up and enquired 'navel' ? of me, having thought for a second what

a strange thing to ask of me being six month's pregnant, I had not seen my navel for at least a month, it dawned on me she was enquiring as to whether we were a Naval family demonstrating well her holistic approach to her consultations. I think for me that set the tone of the doctor /patient relationship.

In 1984 I brought my father home to nurse him through the terminal stages of cancer. Dr [Code A] came to see my father and spoke with him. I have no idea what was discussed between them and my father never spoke about the consultation and equally so Dr [Code A] never broke that confidence. She referred my father to the palliative care team at a local hospice. I didn't know about the referral until the team contacted me to visit. Again I think this illustrates well her overall approach to her practice. I was already coping with a young family and she was trying to give the best possible support. My father died peacefully and pain free, he chose not to take the MST medication prescribed by his own GP.

More recently my own health has come under some scrutiny. Dr [Code A] referrals have been both timely and appropriate. She has always been approachable and her prescribing has been very careful in relation to one of the current medications I am required to take. She works in partnership with the consultant in respect of titrating the medication dose to suit my response.

I cannot speak about the allegations made against Dr [Code A] but I can say that I am not only surprised but also dismayed. I have worked in both secondary and primary care and Dr [Code A] rates very highly in my estimation as a clinician that I trust implicitly with my health and wellbeing.

Yours sincerely,

Code A

Your Ref:

Code A/jh/0005940/legal

Code A

13. 7. 08

Dear Mr. **Code A**

I have been a patient of Dr. **Code A** for many years along with members of my family. She has provided us with a service that is way beyond her duty as a G.P. She has always maintained a personal approach to us showing empathy and understanding at all times within her professional limitations.

I feel the situation speaks for itself in her approachability and patients trust in her, by the simple fact that sometimes obtaining an appointment with her is not always easy due to her popularity.

I have always been happy with the care and treatment she has given me on the various health problems I have had.

Dr. **Code A** has been supportive with

Some serious health problems with family members and her attitude and approach to us all has been exemplary.

During the last two years we lost an elderly Aunt due to dementia and subsequently a broken hip, and Dr. **Code A** played an important part in her care and assisted us in obtaining a bed in a local care home.

Our Aunt was cared for in the best possible way in her final months of life.

Dr. **Code A** is a caring, kind and dedicated G.P. She is easy to talk to and takes time to listen.

I am very happy to be able to speak for her at this time which must be very difficult for her professionally.

I hope Dr. **Code A** will be found not guilty of Serious Professional misconduct as I am sure she would have treated these patients with the best care possible to them and for their comfort.

Yours Sincerely

Code A

THE STUBBINGTON MEDICAL PRACTICE



THE SURGERY, PARK LANE
STUBBINGTON
HANTS PO14 2JP

Tel: 01329 664231

Fax: 01329 664958

Email:

Code A

To whom it may concern

My name is Dr **Code A** and I am a GP Principal in the Stubbington Medical Practice.

Code A has been known to me as a friend and colleague for the last 10 years. I am a partner in a neighbouring Practice for the last 18 years and have also been involved in GP Education locally as a Course Organiser on the Portsmouth Vocational Training Course and until recently Associate Director for GP Education on Portsmouth and South East Hampshire. I am a fellow of the Royal College of General Practitioner and a College examiner.

I first had contact with **Code A** as part of the Gosport Medical Group of doctors where she is well regarded. I have no direct knowledge of her clinical skills but she is well respected as a doctor in this small local community of doctors.

I have also met her regularly over the years as a fellow member of the Fareham and Gosport women doctors group. This is a thriving local group of women doctors from Primary and secondary care which meets regularly for

Doctors

Code A

peer support. It also has an educational function and provides an opportunity for discussing clinical problems. We have an annual residential course which provides an opportunity to get to know members of the group well as well as to share a programme of Educational activity.

During these sessions we discuss clinical cases and I have always been impressed by Code A medical knowledge and professionalism and her empathy for patients.

On a personal level I have found her to be honest and direct and I would no hesitation on seeking her advice either for professional or personal reasons. She has shown great fortitude over the last few years during this investigation and I share her local colleagues' admiration for her determination to continue working and to clear her name.

Dr

Code A

Your Ref: [Code A]jh/0005940/Legal

Code A

Solicitor
The MDU
MDU Services Limited
230 Blackfriars Road
LONDON
SE1 8PJ

Code A

24th June 2008

Dear Mr [Code A]

GENERAL MEDICAL COUNCIL – DR [Code A]

I have known Dr [Code A] in her professional capacity for many years since her appointment as a GP at Forton Road Surgery and have no misgivings whatsoever in writing to you regarding her past and present conduct.

During this time, she has provided first class medical support to 4 generations of my family, treating us all with patience, understanding and respect also fully discussing symptoms/ treatments prior to prescribing any medication.

Dr [Code A] provided considerable treatment to my mother, Mrs [Code A] in her twilight years, who suffered frailty following the death of my father in 1994, during which Dr [Code A] offered emotional support and was fully committed towards her well-being.

My mother suffered numerous ailments and at times suffered bouts of depression, making treatment difficult for all involved. However, Dr [Code A] was always sympathetic to her needs at that time, providing a professional patient and attentive level of care.

Between the 22nd September and the 2nd November 1998, my mother was admitted to Gosport War Memorial, suffering severe ill health. During this time, she was treated by Dr [Code A] who visited her regularly and kept the family informed of her progress and treatment. On release, she was transferred from a Warden Controlled flat, to Russell Churcher Court on Dr [Code A] recommendation.

A second admission (22nd March 1999 - 8th April 1999) saw Dr [Code A] providing treatment and supervision to my mother. During both admissions the level of care observed by family and friends alike reflected a high professional standard.

Dr [Code A] provided GP coverage for my mother until her duties were restricted because of the allegations brought against her. However, to ensure that continuity of care was maintained, Dr [Code A] nominated a specific GP from the Practice to monitor her health.

My mother passed away in June 2005 but I believe her longevity of life had been in no small part due to Dr [Code A] kind care and attention. Her time given and caring nature was appreciated by my mother who was disgusted when the allegations were passed against Dr [Code A]

I consider Dr [Code A] to be a committed professional, who is genuinely concerned for the well being of all her patients and I do not feel; and have never felt, that my family especially my mother has ever been improperly advised regarding treatment or medication.

Yours sincerely,

Code A

For the attention of **Code A**

Ref - Dr. **Code A**

I qualified as a Registered General Nurse in 1979 and I have worked in qualified positions since then. My experience includes;

Intensive Care, (- 1980)

Medical Wards, (- 1982)

Hospice, (-1986)

Agencies and Nursing Homes, (- 1993)

Elderly Care (1993 - 1997)

GP Unit (- 2003)

Community nursing (- 2008)

and to date - Practice nursing

I have known Dr. **Code A** since 1993. This has been on a professional basis - since I started work as a staff nurse on an 'elderly care' ward. This was at 'Redclyffe Annex', The Avenue, Gosport. I distinctly remember feeling and voicing that clinical and nursing care at this time to be excellent. In 1995 Redclyffe Annex moved location; from The Avenue, Gosport, to a newly extended, purpose built ward within the grounds of Gosport War Memorial Hospital. From this time the ward was known as 'Dryad Ward'.

In Dryad ward patient needs were often more complex and the turnover of patient's quickened. Patients with challenging mental health problems were accepted onto Dryad ward if high levels of nursing care were required.

Dr. **Code A** continued to take daily ward rounds (Mon - Fri) but was called back more often during the day to deal with arising clinical problems. Although I rarely took the morning ward round I did have to liase with her during the day - as and when necessary. I always found her to be helpful and her advice appropriate.

Given information from nursing staff and her clinical assessment at the time I believe Dr. **Code A** met correct and sound clinical needs. She would meet up with families if there was concern. I will say that perhaps

this did not happen often enough. However if troubled families were not identified to Dr. [Code A] this was not her error.

My opinion of Dr. [Code A]

Of a strong character, always definite in her manner. Of high intelligence. I was confident to approach her for advice which she freely gave. She was helpful and specific. She was factual and honest if asked to speak to patients or relatives. I do not remember any incidences whereby patients or relatives complained about her actions

I suspect that Dr. [Code A] expected all qualified nursing staff to be competent and adequately trained in assessment and administration of appropriate medication.

I also believe she inherited difficult clinical situations in that patients were transferred to Dryad Ward from the acute hospitals on the misapprehension 'for rehabilitation' when the truth was 'for palliative care'. If this reality was not identified to the families then that original expectation of rehabilitation and discharge would have been assumed, and death would not have been an expected outcome. With this realization there should have been better communication between medical/nursing/patient/family. In my experience Dr [Code A] spoke to any family she was requested to.

I am not aware of any situation whereby Dr. [Code A] was responsible for professional misconduct; I believe she always acted according to the patients best interest.

Today she is a well respected GP. Her patients have difficulty getting appointments with her as they know her to be a decisive and competent doctor.

[Code A]

Registered Nurse.
20th July 2008.

Code A

From:

Code A

4 January 2009

To Whom It May Concern.

Re: Doctor Code A

We have known Doctor Code A and her husband Code A as fellow members of the local community and as personal friends for over twenty five years.

One knows exactly where one stands with Code A. She is a very level-headed person, self assured, direct, frank and pragmatic. She has a cheerful and warm personality, displays abundant commonsense and patience, and also has a strong sense of duty and justice. The cornerstone of her character is the integrity with which she conducts both her professional and personal life. She is highly professional, utterly dependable, totally honest, and has a friendly conscientious approach, offering caring support, regardless of the pressures under which she may be at any one time.

She has a strong cadre of local patients, who have total faith in her as their doctor and are nothing short of outraged by the accusations that have been levelled against her. Similarly she has a large diverse group of friends who feel equally incredulous that she should be so accused.

Code A has dedicated her whole working life selflessly to the care of people in the local community and she has shown remarkable strength of character and fortitude in refusing to be diverted from this course or from her duty to her patients by unwarranted accusations in current proceedings.

We hope that when the need arises, that a doctor of her calibre, high standards, compassion and integrity will be available to support us in our hour of need. We have complete confidence in Code A as a person, both professionally and personally.

Code A

Captain, Royal Navy

Code A

Code A

02/12/2008

Dear Sir,

I have known Dr **Code A** for 27 years, as my own GP and also as GP to my three children. During this time she has supported me through my marriage breakdown chronic debilitating illnesses, which have resulted in severe acute attacks.

She has also supported my younger daughter through her severe attacks of Asthma since infancy.

I have always found Dr **Code A** to be extremely supportive and caring, and have always noted the fact she refers to medical literature, before prescribing a new medication for me. Each time I receive a change of medication she takes great care in explaining to me the purpose, possible side effects, the dosage and the best time to take it.

I have the upmost confidence in Dr **Code A** and not only would, but have placed my life in her hands.

I remain yours faithfully

Code A

Reference Dr **Code A**

I qualified as a State Registered Nurse in 1967 and as a District Nurse in 1971. I have had experience of working in both hospitals and the Community and I have managed a wide range of services including District Nursing, Health Visiting, School Nursing, Adult Mental Health, Elderly Mental Health and Elderly Medicine. My last post before retirement in 2004 was as Chief Nurse for Older Peoples Services which included Elderly Medicine and Elderly Mental Health Services. Currently I work as an Investigating Officer for Hampshire Primary Care Trust.

I worked with Dr **Code A** from 1982 – 1987 as a District Nurse attached to the Crossways Practice in Gosport at which she was a General Practitioner. In 1996 I was appointed to the position of Services Manager for the Community Hospitals and the Elderly Mental Services in Fareham and Gosport. Dr **Code A** was employed as a Clinical Assistant to the Consultant Geriatricians at Gosport War Memorial. From 1996 - 2000 I was responsible for the nursing, administrative and catering staff at Gosport War Memorial Hospital.

As a District Nurse I found Dr **Code A** to be a GP who cared, listened and responded to patients needs. She always made time to discuss patients and to work out the best possible solutions to problems. Dr **Code A** was popular with the patients and they would often comment about how good and caring she was. I remember her appointments were always booked up quickly which was not the case with all the GPs in the Practice at that time.

Dr **Code A** was concerned for her patients and she treated them with respect and dignity. She made herself available to receive feedback after I had visited her patients and she would discuss treatment regimes and visit patients at home if I requested her to do so. Dr **Code A** was motivated and interested in any ideas or suggestions that would give patients a better quality of life. As a team of District Nurses we enjoyed working with Dr **Code A** and respected her knowledge and dedication.

I left the Crossways Practice for a new position in management in May 1987 and I did not work with Dr **Code A** again until April 1996 when part of my role was to manage Gosport War Memorial Hospital. I was immediately very impressed with Dr **Code A** care for the patients. She arrived at the hospital every morning when she was on duty at about 7:30am to visit the two wards. She ensured that the patients who had particular needs were attended to before she went to the surgery to fulfil her role as a GP. She would also visit the hospital again at lunchtime and in the evening if staff requested her to do so and for the Consultant Geriatricians' rounds each week. I found Dr **Code A** very conscientious in this role and it gave me and the staff piece of mind. I knew that if I needed to speak to Dr **Code A** I could always find her in the morning at the hospital or I could ring her at the surgery.

Dr **Code A** looked after the patients in the two wards that were the responsibility of the two Consultant Geriatricians. Patients were admitted for the following reasons:

- For rehabilitation
- For continuing care
- To await a Residential Care Home or Nursing Home

By the very nature of their age and multi-pathology many patients died. Sometimes patients who had been transferred for rehabilitation suddenly started to deteriorate. Staff did complain that sometimes patients' relatives were told that their 'loved ones' were being transferred to Gosport War Memorial Hospital for rehabilitation when it was quite clear when they were admitted from the acute hospital that they were at the end stage of their life. The Ward Sisters and I did speak to the relevant managers as this, quite clearly, was not a helpful situation. It tended to give people unrealistic expectations for the recovery of their relative or friend. Dr [Code A] spent a great deal of time seeing relatives and discussing care, treatment and their prognosis.

Mr [Code A] was one such gentleman who was under the impression that his mother would make a full recovery. When Mr [Code A] was told that in fact his mother was terminally ill he became very angry and told me that the hospital could pay for his mother's funeral when she died. Mr [Code A] never visited again and when his mother died no contact could be made with him and the hospital paid for the funeral. It was only by chance that the Patient Affairs Officer discovered who the solicitor was and the hospital was able to claim back the money from Mr [Code A] mother's estate. Soon after this Mr [Code A] put in a formal complaint about the care of his mother!

I was not involved clinically with Dr [Code A] decision making at Gosport War Memorial Hospital and therefore I cannot comment on individual allegations of Serious Misconduct. However, I have worked in many areas of the NHS and I have the highest respect for [Code A] as a doctor. I always trusted her judgements and I never had any reason to be concerned with her practice. My deputy held clinical supervision with the Ward Sisters and they never reported concerns about Dr [Code A] prescribing or care.

Signature

Code A

Name:

Date:

30-09-08

REF.

Code A

/UH/0005940/LEGAL

Code A

Dear Sir,

ON moving to Gosport in 2002 we were pleased to be taken on as patients by DR **Code A** who was also the Doctor to several members of the family.

In our opinion she is a very caring and professional person, we have never had any problems with our treatments — we have both had cancer — and consider ourselves to be very lucky to have her as our Doctor, we have every confidence in her, and we don't want to lose her.

Very sincerely,

Code A

Code A

MDU Services Limited
230 Blackfriars Road
LONDON
SE1 8PJ

23 November 2008

Dear Sir

General Medical Council – Dr **Code A**

Firstly please accept my apologies for not replying to your letter dated 26 August 2008 sooner, this is due entirely to family commitments and waiting to check that I would be available to attend the General Medical Council hearing to give evidence if required, having checked at work this would be possible.

I have been a patient of Dr **Code A** for approximately 27 years, my son was her patient until he left the area 10 years ago and my husband also registered with her on leaving the Royal Navy 15 years ago. We have all been satisfied with her services over the years and are sorry that as we have recently moved from Gosport we can no longer stay with her practice.

On the two occasions that I have had to be referred to specialists this has been done promptly and Dr **Code A** has followed up these referrals in a timely manner.

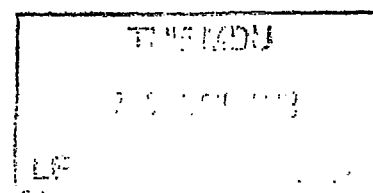
My son was also referred to Great Ormond Street Hospital with lung problems which were also followed up promptly. Dr **Code A** still asks after him when I visit the surgery.

I have no reason to question her professionalism and always find her very approachable and willing to give the time in her surgeries and when seeing her whilst walking my dogs at weekends she always passes the time of day.

I was aware from our local paper that Dr **Code A** had cases against her at our local hospital but had not followed the stories as I was upset that persons found it necessary to take such actions against a respectable, professional and hardworking doctor.

I hope this letter is acceptable for your needs but if I can be of further assistance please do not hesitate to contact me.

Yours sincerely

Code A

SEPT 15th 2008

Code A

TO WHOM IT MAY CONCERN.

I have known Dr **Code A** since she joined The Barton Road Practice. When she became both mine and my mother's G.P. we both considered her an excellent G.P. and on the death of my mother in 2000, we all in our family were more than happy with the care and tenderness given to our mother.

The family cannot believe that Dr **Code A** would cause harm or discomfort to any patient in her care, we find all these reports in the media of mal practice very questionable as to the motives of the family's involved.

I have not had any medical training, except as a carer in a nursing home, and in my opinion I think it would be difficult

To come across a better G.I. than

DR

Code A

Yours sincerely

Mrs

Code A

RECEIVED

18 SEP 2008

LEG

LEGAL DEPARTMENT

18 SEP 2008

Code A

16 SEPT. 2008

To Whom it may concern,

I have known Dr. **Code A** since she first started at the Medical Centre, firstly as my wife's and my Mother-in-law's GP and then latterly, my GP.

In the earlier years her care for my wife and Mother-in-law was first class which continued at first as my GP. In the last two years or so I did feel that her attitude did alter. Consideration, friendliness and tenderness seemed to be her watchwords. The pressure that she must have been under during the ongoing investigations had its effect but at no time did I consider that her ability as a doctor was ever in question.

Never did I, nor do I, think that Dr. **Code A** would in any way deliberately harm anybody. Nor do I think that she would be careless in her treatment of any patient in her care.

The above opinions are those of an ordinary citizen and are not governed by any special training.

Sincerely

Code A

4-2-08.

Code A

Private and Confidential

Dear **Code A**

I thank you for your letter & I hope this letter will help in some way.

D+ **Code A**

I have known D+ **Code A** over a period of 12 yrs working as Free Church Chaplain at Gosport War Memorial Hospital. My role was visiting & caring for staff & patients.

Not only did I visit the hospital but many families in their own homes so that my picture was complete.

I have great respect for D+ **Code A** & his work. In all my years & in all the years D+ **Code A** had peoples trust & admiration. One visiting families in their homes these would be the comment "We are so glad to be a patient of D+ **Code A** She won their trust 100%

On visiting in the private homes the comment would often be "How lucky we are to be with D+ **Code A**"

4

Code A

I am sorry but will not be able to attend the shearing but will have it on mind

Code A

1952.10.10.1000

Re: Dr

Code A

7-9-08.

Code A

I
 Rowner, Gosport, Hants have known Dr **Code A**
 as a patient for approximately 25 years.

During that time I have found her to be very professional and whilst having been prescribed various drugs over the years I have had no doubts of her capabilities as a Doctor. I have always found Dr **Code A** to be very caring towards me and had time to listen to my concerns and ailments.

Code A**Code A**

Code A

The MDU
MDU Services Ltd
230 Blackfriars Road
London
SE1 8PJ

Your Ref: **Code A**/jh/0005940/Legal

9 September 2008

General Medical Council- Dr **Code A**

Dear Sir

As a patient of Dr **Code A** for over 15 years I have always found her very caring, positive, proactive and very professional. She has looked after my health and welfare very efficiently.

When my heart condition was first diagnosed a prompt referral to the General Hospital resulted in me seeing the specialists who took over my care. After the triple bypass surgery Dr **Code A** continued my care in her usual caring and professional way. I have along with my family had other health issues over the years which Dr **Code A** has also looked after in her usual caring way.

Yours Sincerely

Code A



Code A

5th August 2008

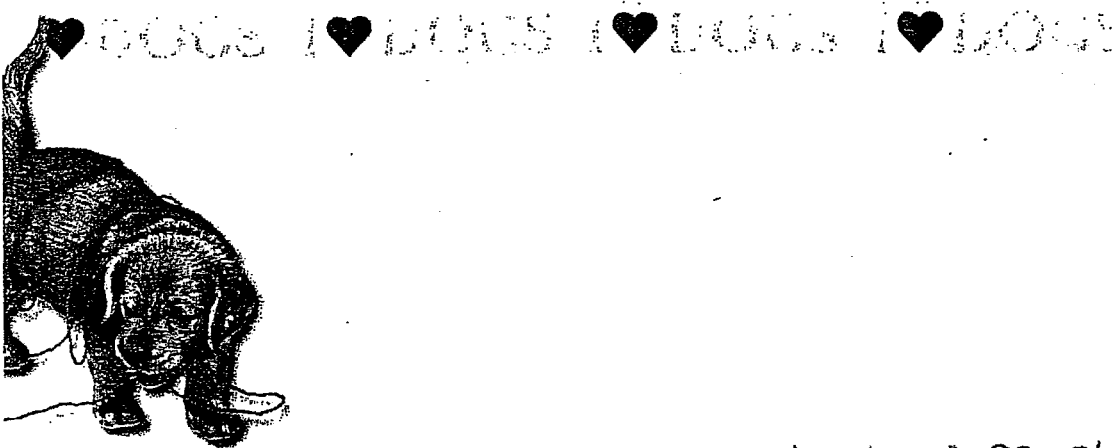
Dear Mr **Code A**

I have been with the
 Forton medical Centre for many years
 now during which Dr **Code A** has
 been not only my doctor but both
 my daughters and my late mother's
 doctor. I cannot speak highly enough
 of the level of care and empathy
 I have received from Dr **Code A**.
 She has helped me through
 some really difficult times and
 I am unsure how I would have
 cope if she had not been so
 supportive.

Dr **Code A** has helped me
 through two breakdowns after my
 mother passed away and I really



I ♥ DOGS I ♥ DOGS I ♥ DOGS I ♥ DOGS



Cannot emphasize enough how much I valued her support throughout this time.

Should you require any further clarification or help with this matter please do not hesitate to contact me at the above address.

Yours Sincerely

Code A



Code A

20th July 2008

Dear **Code A**

I am a friend and colleague and have known you for 15 years.

As a colleague I have always found you to be a hard-working, compassionate and talented doctor. You have an extraordinary ability to practise medicine with humanity, integrity and skill. You have been a great source of knowledge and wisdom and I consider you as a role model.

As a friend I have always found you to be reliable, trustworthy, selfless, good-humoured and full of encouragement. I know that you will cringe with embarrassment when you hear this as you are always uncomfortable with praise and recognition of your many qualities.

I look forward to a time when you can close this chapter of her life with regard to when you diligently worked as a Clinical Assistant at Gosport War Memorial Hospital. This was a difficult post with meagre resources which did not match the needs or expectations of those who were gravely ill and their families.

I hope you will continue to practise until your chosen and well-earned retirement.

Yours sincerely

Code A

BM DRCOG MRCGP DFFP

Code A



Academic Department of
Diabetes and Endocrinology

Portsmouth Hospitals



NHS Trust

Queen Alexandra Hospital
Cosham, Portsmouth, P06 3LY

Tel: 023 92286044

Fax: 023 92286822

Code A

Consultant Physician

email:

Code A

17 July 2008

PRIVATE AND CONFIDENTIAL

Ref Code A jh/ooo5940/legal

Code A

Solicitor

The Medical Defence Union

Medical Services Ltd

230 Blackfriars Road

London, SE1 8PJ

Dear Mr Code A

Re: General Medical Council : Dr Code A Gosport, Hants.

Thank you for your letter of 1st July asking if I could provide some professional comments in respect of Dr Code A a local General Practitioner, whom I understand is to face an enquiry with the General Medical Council concerning matters arising from her work at the Gosport War Memorial Hospital.

I write in my capacity as Honorary Consultant Physician (30 years as Consultant in Portsmouth until 'retirement' this April) with Portsmouth Hospitals NHS Trust and as Emeritus Professor of Medicine with the University of Portsmouth. I have known Dr Code A as a professional colleague working over many years on the primary/secondary care interface. I have seen many patients referred to me by Dr Code A and have heard their comments about her professional practice.

In all my years of contact with Dr Code A I have never had any personal reason to question either her integrity or clinical competence. From my perspective Dr Code A has provided the services of a well respected general practitioner, whose caring and conscientious attitude to her patients has been clearly evident. I have found her assessment and analysis of the various medical problems she referred to me always well considered, thoughtful and appropriate. Her personal and medical competence in the management of these referred cases has, in my opinion, been to high professional standard over all the years that I have known her.

I should also remark on the many comments concerning Dr Code A that I have heard from her patients. It is inevitable that patients will give some indication of their feelings in respect of their General Practitioner and I am able to indicate that such comments have always been very favourable and supportive. Indeed I can only recollect the kindest of words spoken about her. I have no doubt Dr Code A is highly regarded and much loved by her patients.

/General Medical Council: Dr **Code A** Gosport, Hants continued

It has been a concern to us all to witness the protracted events, arising out of the Gosport War Memorial Hospital enquiry. We can understand the distress of the relatives concerned, but equally feel empathy with Dr **Code A** and her colleagues who have endeavoured to continue their work in general practice so that their patients are not neglected while the proceedings progress. I have not worked at the Gosport War Memorial Hospital and so I am unable to provide specific comments concerning the management of individual patients whilst they were receiving inpatient care at that hospital.

I would therefore like to submit to you this personal testimonial concerning Dr **Code A** as a professional colleague. I hold her in high regard and believe that her patients do similarly.

Yours sincerely,

Code A

Hampshire Partnership

NHS Trust

Mr **Code A**
 Solicitor
 MDU Services Limited
 230 Blackfriars Road
 London
 SE1 8PJ

Adult Mental Health Services
 Gosport War Memorial Hospital
 Bury Road
 Gosport
 Hampshire
 PO12 3PW

11 July 2008

Tel: **Code A**
 Fax: **Code A**

Dear Mr **Code A**General Medical Council – Dr **Code A**

I have received a letter from you today requesting that I write to you about Dr **Code A** in connection with proceedings that she faces before the General Medical Council. Prior to writing this letter, I have read the draft Notice of Hearing which cites the allegations against her.

My position is that of a Consultant in General Adult Psychiatry with a special interest in neuropsychiatry. In addition to my clinical work, I am Chair of the Adult Mental Health Directorate for Hampshire Partnership Trust and I am a Medical Supervisor for the GMC. I have worked as a Consultant in the Gosport area for 24 years. I do not know Dr **Code A** personally although I have met her on a number of occasions over the years at medical meetings and have corresponded over patients and spoken to her by phone on many occasions over the years.

In my dealings with Dr **Code A** she has always seemed to me to be a hard working, competent and conscientious medical practitioner. Her referrals to me have always been appropriate and we have worked very co-operatively in managing many difficult cases over the years. Patients often talk to me about the quality of the relationship with their General Practitioner and the comments that I have heard from patients about Dr **Code A** have been very positive.

I work in the Adult Mental Health Service and not the OPMH Service and, as such, I have not been involved in any way with the patients who have made these allegations and I had no dealings with Dr **Code A** with respect to her role as a Clinical Assistant at The Gosport War Memorial Hospital as opposed to in her role as a General Practitioner in Gosport. I am therefore unfortunately unable to make any specific comments about her practice in her role as a Clinical Assistant.

If you would like me to expand on any of these matters, then please do not hesitate to contact me.

Yours sincerely

Code A

Consultant Psychiatrist

July 14th 08.

Code A

Ref. **Code A** jh/0005940/legal.

Five years ago my husband had reason to first see Dr **Code A** with an emergency appointment because the tablets he was given by another doctor were making him jaundiced.

She examined him and sent him for a scan straight away. He was diagnosed with cancer. He asked Dr **Code A** if she would look after him, she did very well. He died three months later.

Since then Dr **Code A** has been my doctor. I have been very pleased with the care she has given me. She is a caring competent doctor + I wouldn't have anyone else looking after me.

Code A

RECEIVED
JUL 15 2008

Code A

Dear m^r **Code A**

Re - D^r **Code A**

I am a fifty-five year old mother of two - grandmother of eight. I have been married for 34 years. I work in a local Boots store.

D^r **Code A** has been our family doctor for twenty-eight years or more. In fact she brought my son into the world twenty seven years ago.

D^r **Code A** has always been honest, direct and compassionate. When my mum died in 1992 D^r **Code A** was wonderful. She had been mum's doctor for a long time and mum never had a bad word to say about her.

Over the years I've had my own health problems obviously and have always been treated very well. Indeed it was D^r **Code A** who first realized that the rash on my

Forehead could possibly be cancerous. Dr **Code A**
arranged for me to see a specialist and the
cancer was quickly and completely removed. I
shall be forever grateful for her prompt diagnosis.

My father has just passed away in the
last 10 days and once again Dr **Code A** has
been a tower of strength and I hope will
continue to do so.

I do hope that this brief letter
has been of some use to you.

Yours sincerely,

Code A

Code A

Your Ref General Medical Council – Dr **Code A**

06 July 2008

Dear Mr **Code A**

My name is **Code A** and I have been employed by Dr **Code A** for the past 20 years as a receptionist and currently as Deputy Practice Manager at Forton Medical Centre.

At all times I have found Dr **Code A** to be extremely caring and dedicated to her profession.

During her time as Clinical Assistant at the GWMH she was often telephoned by the staff on the wards to visit patients, without hesitation she would always attend either before during or after her surgery sessions.

If relatives telephoned her at the surgery she would always take their calls or indeed if unable to speak to them straight away would ask the member of staff to take a telephone number and she would call the relatives back as soon as possible. I have never known a relative to ring back and ask why she hadn't returned their call.

There were many occasions she would meet the relatives if requested at the GWMH either first thing in the morning before starting her surgery or after evening surgery without any complaint from her. Dr **Code A** over the years got to know many patients and their families and when those patients died she would receive many cards and letters from the relatives expressing their gratitude for her kindness to them during the relative's stay in hospital.

Dr **Code A** still receives many thank you cards and letters from her current patients both young and old for her kind and considerate manner. Her surgeries are always fully booked sometimes up to 3 weeks in advance. Many of her patients would rather wait to see her than have an earlier appointment with another GP!

Dr **Code A** has plenty of time for her staff and will always listen to any problems we may have. I for instance have 2 sisters who have had or have cancer, my youngest sister has thankfully been in remission for the past 10 years, and my older sister has ovarian cancer. Dr **Code A** has always shown compassion towards me in some of my darker moments and has always been there if needed,

In my opinion Dr **Code A** priorities have always been her duty of care to her patients,

On writing this character reference I can only hope that it will help bring a rapid closure to this unjust and in my opinion unfair allegation of serious professional misconduct.

Yours sincerely

Code A

Code A

14.08.08

Dear Mr **Code A**

I am writing to express my shock at the charges being laid against my G.P., Dr. **Code A** of serious Professional misconduct.

I have been a patient of Dr **Code A** for over fifteen years and she is the most caring, compassionate G.P. I have ever come across. She always takes time to listen and is extremely sympathetic when necessary. It is testament to her popularity that it can sometimes take a few days to get an appointment with her. Baring an emergency, I will always prefer to wait.

Before becoming a regular patient of Dr. **Code A** I was for many years a patient of another G.P. within the practice. Having had "womens problems" for many previous years, and been told "something women had to put up with", I decided, on the recommendation of my daughter, to seek advice from Dr. **Code A**. My daughter had

2

been seeing her and was very happy with the care she received. Within a couple of months of my first appointment, I had seen a consultant and been operated on. My life changed completely for the better and I will always be grateful to Dr. Code A for her concern and help.

In 2007, I had a very upsetting experience at work which resulted in my having to seek help from Dr. Code A. She listened very sympathetically to my problem and gave me very good advice. More importantly she took time to listen. The problem carried on for several months and I was able to see Dr. Code A whenever support was needed. I feel the time she gave me was better than any prescription she could have written (but didn't). She just talked me through and listened. She gave me details of outside people to contact for professional help and was an enormous strength to me.

I am now 60 years of age and began to suffer with arthritis. Dr. Code A has not put me on any medication preferring me to try a natural route first and so far this has worked well.

3,

It would be easy for her to prescribe painkillers but we discussed natural remedies and agreed this is what I should try.

In conclusion, I, and I'm sure many, many other patients of hers, would be devastated to lose Dr. Code A as my G.P. She is a very warm, caring, considerate and compassionate person who always takes time to listen. She has my utmost respect and admiration for the way she carries out her duties to her patients and she would be a great loss to the practice and the community should we lose her.

Yours sincerely

Code A

Code A

Dear Sir/Madam

I have been a patient of
Dr **Code A** for several years in which
time have had numerous problems
some on going but at all times have
been treated with courtesy and
professionalism and hopefully this
will continue.

Code A

RECEIVED
21 JUL 2008
LEGAL DEPARTMENT

Code A

E-mail

21st May 2009

General Medical Council - Reference Dr **Code A**

Dear Sir / Madam,

I have heard that Dr. **Code A** has to face the GMC to see if she is fit to practice as a GP, well I am writing this to say that Doctor **Code A** is an excellent doctor of the old school and it would be a travesty if her licence to practice was revoked, for her and her patients and I will try and explain why I make this statement.

My wife was signed up to this practice in 1929 so it was an obvious choice for me when I left the Royal Navy in 1966 to join the same practice so have known Dr. **Code A** since she joined the practice many years ago. She soon made her reputation as the best doctor in the practice with her no nonsense style, if you were sick or had a problem she was the best, equally if you were trying to pull the wool over her eyes to say get a sick note you were very quickly shown the door. If she couldn't fix you she would make an appointment to see a Consultant and if it took too long then she would be on the phone wanting to know what the delay was. She has never been a doctor who says come back in two or three weeks and if it's no better we'll have another look at you, which seems to be the norm these days for most if not all GP's, she has never made you feel your wasting her time unless of course you are. I make these observations on not only our family experiences but talking to other patients over the years.

I mentioned about her being the best doctor in the practice, well it was impossible to get on her list as she was so popular, my wife did but not me until recently when they done away with the lists but if I stipulate that it is her that I want to see then I have to wait four to five weeks for an appointment. To give a few examples of our dealings with her, my wife was diagnosed with AML out of the blue after going into hospital for a minor operation and after six months of chemotherapy was told she was in remission, a few days later there was a knock on the door my wife answered and there stood Dr. **Code A** "Look at you on your feet and answering the door" she said and came in for a cup of tea and a chat. That is why I said she was of the old school because how many modern doctors would bother in taking time out to do that these days? I saw her as the Duty Doctor last year for the first time since my wife died in 2004, first she asked me how I was and then said "How long is it since **Code A** died", notice it was **Code A** not your wife and she hadn't seen me or my wife for nearly four years, then she proceeded to ask about my family by name. Back in 1987 my 92 yr. old Mother in Law slid off the bed and ripped a 8" gash in her shin as she slid under the dressing table at 10.30 pm, I called out the duty doctor who was renowned for hating nights he just stood in the bedroom doorway and said "Haven't you got any plasters in the house". After an argument where I pointed out that even if I had a plaster that big you couldn't put a plaster on skin like parchment he called an ambulance but told them not to hurry as it was only because we had no plasters in the house, they took her to Haslar Hospital where I told them what had taken place and they agreed with me the man was an idiot and then the point of this story was they asked who her GP was, I said "Dr. **Code A**", "Bloody hell we better get this right otherwise she will be out here on her bike".

Now to the War Memorial business and I have discussed this with a lot of people over the years, there is no way Dr. **Code A** would ever harm a patient intentionally, the opinion of all I have spoken to over the past 10 years is that most of the relatives of those that died are after compensation and if a good doctors career goes down the drain so they can fill their pockets - tough. Most people in Gosport consider that if you are

old and are transferred to the War Memorial you are on your way out of this world and all the doctors can do is make the passing as pain free as possible, anyone who reads knows that if diamorphine has to be given for severe pain relief it will eventually build up in the body and kill you especially if you are old. You only have to read John Humphreys article in the Daily Mail approx. six weeks ago where he told of his Father and Brother dying in these circumstances, was he upset or trying to claim compensation - No. All he said was that he was grateful that they had died as pain free as possible and that the doctors were caught between a rock and a hard place with regards to the doses they gave.

The local paper hasn't helped with for example one inflammatory banner headline saying:-
"YOU KNOW YOUR MOTHER HAS COME HERE TO DIE" with a picture of Dr. [Code A] alongside it. That was the answer, what was the question, anyone who knows Br. [Code A] would expect an answer like that as she doesn't dress things up, she gives it to you straight. I for one don't want soft soap and be given false hope. There was also a Captain (of what didn't say) whose mother I believe was in her nineties spouting off about diamorphine dosages, what the hell does he know about it. It was stated that Dr. [Code A] had written up that if any of the patients were in extreme pain the nursing staff could up the dose without waiting for her to arrive. To me this shows her caring attitude in not wanting the patients to put up with extreme pain for hours until as a busy GP she arrived at the hospital. Now if that same Captain or one of the other complainants had walked in the ward and found their relative screaming in agony they would be reporting Dr. [Code A] for being uncaring and useless.

Was Dr. [Code A] guilty of malpractice, I think anyone who knows her would say no way, she is definitely not another Dr. [Code A] as the complainants and the newspapers have tried to make out. Has she made any mistakes, probably like all of us. All I can see she is guilty of is being a little slack on the paperwork but then you have to take in account that she is one of the busiest GP's in town. There are plenty of Surgeons and GP's out there who deserve to have their licences taken away and Dr. [Code A] is not one of them.

The last time my wife saw Dr. [Code A] in 2004 before she died she asked her about the about the War Memorial problem, and she said she had thought about resigning and then she sat up pulled her shoulders back and said "I thought why should I, I haven't done anything wrong".

I hope this letter goes someway towards explaining the character of the person you are dealing with and perhaps letting her off with a rap over the knuckles over the paperwork and that's all. I and lots of other patients would be devastated if we were to lose her from the practice and she does not deserve to have her professional character blackened after years of caring service to the community.

Yours Faithfully [Code A]

Code A

Code A

16-07-08

Dear Sir

I work as a senior support worker in a NHS Adult Mental Health Unit. Doctor **Code A** has been my GP since she joined the Forton Surgery. She has always been understanding, friendly and above all professional throughout those years.

My husband has become disabled and confined to a wheelchair because of 2 strokes in 2004 and 2005 and without her help and understanding life would have been very difficult for both of us.

I have always had complete faith in Doctor **Code A** judgement and always will.

Yours Sincerely

Code A

Code A

PRIVATE AND CONFIDENTIAL**Code A**

MDU Services Limited
230 Blackfriars Road
London
SE1 8YB

Code AYour ref: **Code A**/jh/0005940/Legal

16 Oct 2008

Dear Mr **Code A**

I have known Dr **Code A** for over 25 years as a patient at her Gosport Surgery. She has always shown herself to be very professional and proficient in all aspects of her medical care of me in that time. She has also been the doctor for my youngest son who was diagnosed with epilepsy when I first was registered at the surgery.

She has always been supportive of my needs and has always shown an interest at all times whenever I have visited her.

A typical event when Dr **Code A** has shown her support was when I got divorced and it really affected my youngest son who at the time was on medication for his epilepsy. During this period the support and reassurances that Dr **Code A** gave me and my son were instrumental in as a family, getting over this traumatic event and seeking new goals for us both. This I am sure was due to the duty of care and the time that Dr **Code A** put aside to help us.

My late mother (not a patient of Dr **Code A**) was diagnosed many years ago with multiple myeloma and again Dr **Code A** was there to give information on the illness and give support to myself and family during this period.

Yours sincerely

Code A

Code A

03 September 2008

Ref: Code A/jh/0005940/ legal

Dear Mr Code A
Ref Dr Code A

I have known Dr Code A as my wife's medical G P, for over 20yrs, I find Dr Code A to be open and loyal and understanding to wards my wife, when she has needed to make appointment to see Dr Code A and acted on medical decision. Dr Code A has also given my wife Code A good medical advise, which has help her in the pass.

Dr Code A also visits the elderly patient at Gosport War Memorial hospital where I am employed as a hospital porter, Dr Code A would regularly visit the elderly, and she treats them with respect and actually cares for them and values them as individuals.

I know my wife would rather see Dr Code A than any other GP as she trusts Dr Code A medical judgement; this is not always possible as appointments are taken.

My overall views on Dr Code A are that I agree with my wife Code A statement is that Dr Code A values people gives them respect, allow time to listen to patient and act on medical decisions. Dr Code A in my opinion is a good professional medical GP.

Yours sincerely

Code A

Code A

Code A

MDU Services Limited
230 Blackfriars Road
London
SE1 8PJ

27th August 2008

Dear **Code A**

In reference to your letter reference no. **Code A**/jh/0005940/Legal Dr **Code A** has been my G.P for over twenty years; I am an insulin dependent diabetic she has played an integral part in maintaining my health throughout these years. I am totally astounded that she is being accused of Professional Misconduct.

Over the many years she has been at Forton Road surgery other members of my family have had contact Dr **Code A** either via routine appointments at the surgery or being attended on at home visits. After discussing your letter with them they were totally shocked and expressed there disbelief and only had praise for Dr **Code A** and spoke very highly of her very warm approach to patients and of her professionalism at all times.

At no time have I ever thought to question or have had any doubts to her treatment of myself, she has always taken time to listen to any concerns or issues or conduct a thorough examination before any course of treatment has been undertaken she has always explained anything I've asked when I am unsure I have always felt totally confident with all medical intervention prescribed by Dr **Code A**

Dr [Code A] has always been thorough in her approach to my medical well being there are numerous occasions I could mention; I've chosen three pacific incidents I would like to draw to your attentions to demonstrate her prompt actions and genuine concerns for my welfare.

- Her prompt action in 1992 resulted in my early diagnosis of a hiatus hernia. Dr [Code A] through her general approach and interest in you as a person and not just the next patient on the list, was aware of my late mothers condition concerning stomach ulcers, she immediately arranged for an endoscope to discover the reason for the pain and discomfort I was suffering.
- I was suffering from severe pain from my rib cage on the right hand side of my body rather than just prescribing pain killing medication she arranged for a kidney scan and to investigate the possibility of gall bladder problems and gall stones.
- In December 2007 Dr [Code A] arranged for me to have a mammogram even though I was due to have a routine screen in June of this year 2008 to alleviate my concerns over discomfort I was having.

My niece has asked me to include an incident from 1990 when she had to call the duty doctor at 1:30am when she was concerned about her son who had been unwell during the day and became progressively worse throughout the evening, she has always maintained it was because of Dr [Code A] she remained calm and reassured throughout the night, she explained what my niece had to do until she arrived, which she did promptly where upon she diagnosed croup. My niece has never forgotten her kindness and reassurances that she offered. Dr [Code A] remained at my niece's house until my niece felt confident she could manage by herself, before she left she said that if at any time she was concerned then do not hesitate to contact her again.

In the many years I have known Dr [Code A] I have always had the impression that care of her patients has always been a priority and her primary goal.

Yours sincerely,

Code A

RECEIVED

2008 12 17

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September 03 2008

Code A

Ref **Code A** h/0005940 / legal

Ref - Dr **Code A**

Dear Mr **Code A**

In reference to your letter that I received today, I would like to say that I have known Dr **Code A** for over 20yrs. I found Dr **Code A** to be open and loyal and understanding GP, who allow time to listen and not rush through appointments as some GP do.

Dr **Code A** is my register GP who I rather make an appointment with but this is not always possible as appointments are taken very quickly, I trust Dr **Code A** medical judgment.

I also know Dr **Code A** as a GP who has visit some of her patients who have become residents in the home that I am employed to work, her approached to the elderly residents is caring and understanding makes them feel value and respects them as individuals which some GP treat them as a number.

My overall views on Dr **Code A** are that she values people gives them respect, allow time to listen to her patient and act on medical decisions.

Dr **Code A** is a good professional medical GP.

Yours sincerely

Code A

W E S T L A N D S

M E D I C A L C E N T R E

Our Ref: **Code A**

Dictated: 4/7/08

Received: 7/7/08

Dated: 7/7/08

Code A

Medical Defence Union
230 Blackfriars Road
London SE1 8PJ

Dear **Code A**

Thank you for your writing to me about Dr **Code A**. I was saddened and surprised to discover that she has been called to a serious professional misconduct hearing, and I hope that after investigation the committee come to a satisfactory conclusion.

In a professional capacity I have come across Dr **Code A** in her capacity as "Lead GP" for the Gosport Commissioning Group and subsequently in her capacity as Chairman of the Gosport Primary Care Group.

We were able to liaise closely on the planning and commission of medical care for the general populations around Gosport and Fareham at the time, and I always found her to be exceptionally enthusiastic, capable, thorough and honest in her work.

She was always willing to "go the extra mile" in order to progress the commissioning and provision of services for her area.

During our time in our respective roles I came across many local GPs, and associated professionals and found that they invariably spoke very highly of Dr **Code A** both as a commissioner and in her administrative role.

I would not hesitate to recommend her for any role which involves a high degree of trust, honesty and integrity.

I hope this information is of use to you.

Yours sincerely,

Code A

General Medical Council -Reference for Dr. **Code A**

3rd July 2008

To Whom this may concern

My parents joined the medical practice, then at 98 Forton Road, in 1939 after moving down from the North East of England, and I was registered with a Dr. **Code A** in 1940.

After a number of Doctors adding to and leaving the Forton practice, Doctor **Code A** joined the practice and visited my mother then aged about 68, and it was like turning the clock back and having a REAL family Doctor once again. So much so that myself, husband, and children all wanted to become Doctor **Code A** patients as she immediately instilled confidence and caring in her treatment of my mother..

One only has to try and get an appointment to see her, which is hard, to see how popular she is, and that alone speaks for itself.

I have found **Code A** to be a very caring efficient Doctor when attending the surgery for myself, my husband and family too.

She attended my mother from about 1980 until she passed away in 2006 aged almost 94. She consulted me at all times about my mother, especially towards the end of her life, as to what I would like her to do for my mother. She attended her for seven weeks, in 2000, while an inpatient at Gosport War Memorial Hospital, and then at Alverstoke House Nursing Home until her death, calling to see her only 3 days prior to her death.

I along with a number of people, some who are on her patient list, some who had to change due to moving house, and others who would give their eye teeth to be on Doctor **Code A** patient list, cannot fault her in any way, and if only half the G.P's were as caring and dedicated to their patients as Doctor **Code A** then people would have more faith in the NHS.

I feel privileged to be able to call her my GP and cannot speak more highly of her.

Yours Sincerely,

Code A

From **Code A**

Code A

Code A jh/0005940/Legal

Code A

MDU Services Limited
London SE1 8YB

12 August 2008

To Whom It May Concern:

I have been a patient with Doctor **Code A** for over 16 years when my previous doctor retired. I have found her to be everything I would expect from a doctor.

Over the years she has helped to ensure that I am keeping fit and well, prescribing amongst others HRT, indigestion, cholesterol and antibiotics in varying doses. Various hospital appointments for blood tests, scans and ECG have been dealt with swiftly and painless as possible.

Her care and welfare of me as a patient has always been both considerate and professional, both in explanation and listening to any problems and concerns I have had with remedies provided.

I would have no hesitation in recommending any of my family and friends to Doctor **Code A** who is so popular at the surgery that getting an appointment with her can be difficult.

Code A



Code A

7/9/08

REF Code A / JH / 0005940 / LEGAL

Dear Mr Code A

On Thursday
28/8/08 I received a letter from
you concerning Dr Code A

Early 1980s I moved down to
Gosport from Haslemere, Surrey.

I did ask people young and
old about Doctors. The name that
kept coming up was Dr. Code A
These people spoke very highly
of her.

I have been a patient
under Dr Code A these past
25 years. Anytime I had to
have treatment I have always
been satisfied with medicine

2

in which Dr **Code A** describe
 for me. I have never known
 a Dr been so popular, she has
 treated me well. I certainly
 can't say anything against
 her.

I tell you this Mr **Code A**
 all the time Dr **Code A** is at
 FORTON MEDICAL CENTRE in
 Gosport. I will always be
 a patient under Dr **Code A**

Yours sincerely

Code A

34

0000 000 0 0

0000 000 0 0

Your ref: Code Ajh/0005940/Legal

I have attended Dr Code A for a number of years since the retirement of my regular doctor, Dr Code A at the Forton Road Medical Centre. I would say her character is excellent. I would rate her as the best doctor I have ever attended. She listens to what you say, discusses the problem with you and has the way of putting you at ease from the moment you enter her surgery, she has what you would term as an "excellent bedside manner".

After an examination and diagnosis she takes the trouble to explain the medicine prescribed or treatment recommended. Her time is also interspersed with small talk which has the uncanny way of relaxing one. There is no irritability or that clipped tone that gives one the feeling you are wasting their time, but she will chastise you if you are doing things that she considers averse to your health in a sincere, but tongue in cheek manner that adds to your ease.

Dr Code A is a popular doctor; this is born out by the long appointment waiting time.

Even though I am not qualified to comment on medical matters I find it very difficult to believe that Dr Code A should be guilty of serious professional misconduct, her sheer professionalism disputes it.

My wife Mrs Code A endorses my character reference 100% and Dr Code A has been my wife's doctor for many years, more years than my wife cares to remember.

Code A

17-7-08

Code A

I THINK DR
IS A LOVELY PERSON, MY LATE
MOTHER, AUNT AND MYSELF HAVE
ONLY EVER BEEN TREATED WITH
GREAT RESPECT AND KINDNESS.

I DONT KNOW WHAT
I CAN SAY ABOUT DR **Code A**
~~EX~~ I ONLY WISH THERE WERE ^{MORE} LIKE
HER, SHE WAS MY LIFE SAVER
WHILE NURSING MY MOTHER + AUNT
AND WITH HER HELP I GOT
THOUGHT IT.

I KNOW IT IS A DR.
JOB TO LOOK AFTER THEIR PATIENTS
BUT DR **Code A** WENT BEYOND
THE CALL OF DUTY

I WISH HER

THE VERY BEST OF LUCK
WITH HER CASE, IF I CAN HELP
IN ANY WAY WITH THE CASE
PLEASE LET ME KNOW IF YOU
NEED ME IN COURT

Code A

PS SORRY ABOUT
THE SPELLING & WRITING.

ABOUT MY AUNT MRS **Code A**
DR **Code A** HAD BEEN MY
AUNT G.P SINCE 1976 WHEN SHE MOVED
FROM LONDON, MY AUNT HAD BREAST
CANCER MANY YEARS AGO. DR **Code A**
WAS HER G.P. DR **Code A** WAS A
VERY CARING G.P AND LISTEN TO ALL
HER TROUBLE, LOSING A DAUGHTER
(HER ONLY CHILD) ABROAD WITH CANCER
DR **Code A** BECAME A FRIEND AS
WELL AS HER G.P MY AUNT FELT SHE
COULD SAY ANYTHING AND SHE WOULD
LISTEN, THEY ALWAYS SHARE A JOKE
A FEW YEAR AGO MY
AUNT CANCER SPREAD INTO HER
LUNGS, I NURSED HER, SHE WENT
TO MOORGREEN HOSPICE A COUPLE OF TIMES
BUT WOULD NOT GO INTO G.W.H
BECAUSE DR **Code A** COULD NOT
TREAT HER, SO I NURSE HER AT
HOME, DR **Code A** IN HER EYES
& MY MOTHER, WAS A WONDERFUL

G.P.

I CANT THANK DR **Code A**
ENOUGH FOR ALL HER HELP
AND ADVICE DURING BOTH THERE
ILLNESS

MRS

Code A

17-7-~~78~~ 08

Code A

ABOUT Code A

MOTHER

Code A

DOCTOR

Code A

WAS

MY LATE MOTHER GP SINCE DR

Code A

JOINED FORTNED PRACTISE DR

Code A

GAVE MY MOTHER THE BEST CARE

SHE COULD HAVE HAD, TAKING TIME

IN LISTING AND MAKING HER AT

EASE AND HAVING A JOKE, MY

MOTHER WAS NEVER GIVING ONLY

FIVE MINUTE, DR

Code A

TALK

AS LONG AS NEEDED TO MAKE

HER FEEL HAPPY & RELAXED IN

WHAT EVER TIME WAS NEEDED.

MY MOTHER HAD BOWEL

CANCER AND I NURSED HER, AT ONE

TIME I HAD A VERY CHEST INFECTION

BY THE TIME I HAD ARRIVED HOME

DR

Code A

HAD ARRANGE FOR

MY MOTHER TO GO TO MOORGREEN
HOSPICE, ARRANGE TRANSPORT AND
PHONING MY MOTHER TO INFORM HER.

DR **Code A** DOES NOT
ONLY CARE ABOUT HER PATIENTS
BUT ALSO THE PEOPLE LOOKING AFTER
THEM TOWARD THE END OF HER
LIFE MY MOTHER WAS IN G.W.H.
FOR A WEEK, DR **Code A** MAKE HER
FREE FOR ~~AS~~ PAIN AND ^{AS} COMABLE
AS POSSABLE

I WILL NEVER BE ABLE
TO THANK DR **Code A** FOR THE CARE
AND LOVE SHE GAVE MY MOTHER
MY MOTHER DIED 9-8-1991 AS COMABLE
AS ON CAN BE WITH CANCER

Code A

Code A

Email: -

19 August 2008

The General Medical Council

Doctor **Code A**

I would like to thank the MDU (**Code A**/jh/0005940/Legal dated 6 August 2008) for inviting me to comment, good or bad, on the care and clinical practice and character of Doctor **Code A** as I see fit. I was also advised that it would be helpful if I gave some personal information about myself.

I was born in Yorkshire in 1952 and joined the Royal Navy in 1968. I served in the Royal Navy until my medical discharge in 1996. On discharge a series of War Pension Medical Examiners assessed me as having a 70% disability and deemed me to be unemployable.

Throughout my Naval Service I received the highest level of medical care and health treatments available. I now use this level of treatment and care as my yardstick to judge all other Health providers.

Before I go on to talk of Doctor **Code A** I would like to share with you my thoughts and feelings on the death of my mother in 1990. She was diagnosed with a very aggressive form of cancer.

I, along with close family met with the Consultant Oncologist. The Consultant took great care to explain the nature and aggressiveness of the cancer as it related to my mother. He told us all that he would shortly come to a cross road whereby he could control mother's level of consciousness or her level of pain, but that he would not be able to control both. He advised us to prepare for the worst.

As much as you are forewarned, you are never ready for that sad day and I remember feeling numb and empty. I inevitably began to soul search and go over events as I saw them, the purpose of which, if I am truthful was an attempt to apportion blame to something or someone for me to make sense of my sadness and grief.

I will always be eternally grateful to the Royal Navy for allowing me the time to be with my mother throughout her short but painful demise (7 weeks from first seeing her GP).

If I had not been afforded this time to be with my mother then I would not have received a full explanation as to the severity of her condition; nor would I have seen first hand, the great dedication of all the hospital staff and doctors that cared for my mother during her final days. I am convinced that I would have attempted to apportion blame, as mentioned previously, to the very caring people whom I actually took the time to praise and thank.

In 1996 I was required to sign with a NHS GP Practice and my wife, a health professional herself, was already a patient of Doctor [Code A] and she recommended Doctor [Code A] to me.

I was quite apprehensive about entering the NHS system given the excellent care and treatment that I received whilst in Service. On my first appointment with Doctor [Code A] I was strangely put at ease by her "no frills" and "no nonsense" approach. She was very thorough and methodical in covering all my recorded conditions and most importantly, she listened.

Over the next few months I built up a great respect for Doctor [Code A] I judged her to be an extremely competent professional who displayed a genuine desire to provide the best treatment and care for her patients. She always gave you the time your appointment deserved and took the time to explain things thoroughly.

My initial assessment of Doctor [Code A] now many times reinforced over the years, remains the same today.

After approximately two years of treatments etc I was feeling quite despondent with my disabilities and it was Doctor [Code A] who encouraged me to look for a new challenge to take my mind away from my own problems. I chose the Citizen's Advice Bureaux and became a successful advisor and advocate for them.

Over several years Doctor [Code A] continued to encourage and support me in my work with the CAB. Regrettably in 2003 I decided to give up this work to pursue other interests. Doctor [Code A] saw an opportunity to benefit her patients and cajoled me into agreeing to provide fast track assistance to fellow patients whose health was unduly suffering through stress and worry over matters of administration and bureaucracy. I am pleased to be able to say that she continues to cajole me to this day, thus is the depth of her caring for her patients.

In summary, Doctor [Code A] is a totally professional, highly dedicated Doctor who cares greatly about her patients. She always delivers best practice in the treatment of her patients and sets herself very high standards which she maintains through sheer hard work.

From my experiences with the NHS since 1996 I would place Doctor [Code A] in the top 5% of her profession and The General Medical Council should be delighted to count her as such within their ranks.

Yours sincerely,

Code A

Code A

Tel:

30 September 2008

The General Medical Council

Doctor Code A

I would like to thank the MDU (Code Ajh/0005940/Legal dated 6 August 2008) for inviting me to comment on the care, clinical practice and character of Doctor Code A.

Code A Firstly I would like to give you some personal information about myself.

I was born in Yorkshire in 1954 and grew up in a mining village. Illness and injury was very much a part of mining life and from a very early age I decided that I wanted to be a Nurse.

I qualified as a State Registered Nurse in 1975 and married that same year. Married life led me to Gosport, as my husband was a serving member in the Royal Navy.

I worked in several NHS hospitals until 1987 when an opportunity arose for me to change direction and work for an American Company here in Gosport as an Occupational Health Nurse. They funded me to study and obtain a Diploma in Occupational Health that in turn qualified me as a Specialist Nurse Public Health. I rose to the position of Occupational Health Manager within the Company, a position that I hold today.

For the majority of the past 33 years Doctor Code A has been my General Practitioner. I took to her immediately, liking her forthright manner. She always talks to you, not at you, allowing your input regarding options of treatment and care available. She leaves no stone unturned to ensure an individual's medical problems are investigated and resolved to the best possible level that they can. If Doctor Code A feels that she is unable to resolve the issues personally then she will promptly refer you to more specialist care.

From a professional point of view, I deal with many GP's in the locality and I have found Doctor Code A to be above average on the subject of Occupational Health. She is totally approachable, always willing to discuss and work together to ensure the best for her patients. She will discuss and review the type of work undertaken by her patients and make an informed decision regarding the possibilities of a graduated return to work for her patients. She understands that it is not always in the patients best interests just to remain "off" sick.

My opinion of Doctor Code A is that she is an open minded GP who gives sound advice, treatment and care to her patients. She always wants the best for her patients and works tirelessly to give of her best.

I consider myself extremely fortunate to have such a dedicated GP looking after me.

Yours sincerely,

Code A

Code A

25th August 2008

To whom it may concern,

I am writing this letter in order to give a character reference for Doctor **Code A** of Gosport, Hampshire. I have been a patient of Doctor **Code A** since February 1986 and would like to share with you a few of the medical issues for which I have received the most professional, prompt and caring treatment. Due to these medical issues and her handling of them, I have every faith in her judgements and her ability to act swiftly but carefully. I also would like to stress that any diagnosis or treatment is always explained thoroughly, clearly and with my opinions being considered at all times.

Firstly, prior to February 1986, I had been under another Doctor at the same Practice and had seen him periodically for about six months with concerns over my swollen stomach. Although I was not feeling at all sick, I was prescribed anti-nausea powder and the swelling continued. My sister suggested that I would maybe like to see a female Doctor who would possibly be more understanding. After the first examination, by Doctor **Code A** she immediately contacted the Royal Naval Hospital Haslar and set up an appointment for a scan. Within the week I was admitted to the Hospital for the removal of my fallopian tubes and ovaries, on which I had a borderline cancerous cyst containing three and a half litres of fluid. This quick referral undoubtedly led to the possible extension of my life and five years of continued health checks by the Hospital.

Secondly, in July 1989, I had reason to see a Duty Doctor at home for extreme pain in the right side of my abdomen. I was told that it could possibly disappear on its own but, however, this was not the case. A week later, and with no improvement, I was able to see Doctor **Code A** who, upon examination, phoned the Hospital Haslar and sent me there immediately. I had an abscess on my appendix and remained in hospital until it burst. The appendix was then later removed.

Thirdly, in September 2003 I had a hip replacement operation which was carried out after a normal referral.

I would like to reiterate that under no circumstances have I ever found Doctor **Code A** unprofessional, overpowering or inconsiderate of my feelings and concerns and I cannot speak highly enough of her.

Yours faithfully,

Code A

Code A

Waterside Medical Centre
Mumby Road
Gosport
PO12 1BA

Tel: **Code A**
Fax: **Code A**

Your ref: **Code A**/jh/0005940/Legal

Our ref: **Code A**

14th July 2008

Code A

Solicitor
The Medical Defence Union Services Limited
230 Blackfriars Road
LONDON
SE1 8PJ

Dear Mr **Code A**

Re: Dr **Code A**

Thank you for your letter of the 7th July. I am a general practitioner in Gosport. I have been here since July 1980. I have known Dr **Code A** as a fellow healthcare professional through her working career in Gosport. I have met her socially. I have met her professionally when attending various meetings over the course of the years. I have done some second part cremation certificates for her over the years.

I have always found her to be a very professional person when dealing with her in connection with the cremation certificates that I have been involved with over the years. I have completed the second part of these certificates and certainly some of these relate to people who have died in Gosport War Memorial Hospital. I certainly made enquiries about these deaths with staff on the ward and in all circumstances it seemed that her treatment had been entirely appropriate and been given in a caring and conscientious manner.

I have met her when attending local meetings, particularly in the Gosport Medical Committee, and again dealings with her always have been entirely appropriate and professional and would not have led me to any concerns about her clinical care.

I have met assorted patients of hers over the years. Again, this has sometimes been in a social context and sometimes in a professional context and I have certainly never been led to believe that there were any worries or concerns about her care.

Yours sincerely

Code A

Code A

1st. August 2008.

Reference :- Dr. **Code A**

To whom it my concern,

Myself. My husband and all of my immediate family have been receiving our healthcare from Dr. **Code A** for the past high double figure years and in that time have found her to be very professional in dealing in our needs. For instance she takes the time to discuss how we are feeling, ensures that what medication is prescribed is the best treatment at that time and does not in her opinion give us any medication that is inappropriate for our needs.

Dr. **Code A** is and always has been in my opinion been a very good doctor, listens to the complaints, considers her approach, advises a course of action and asks the patient to let her know if things improve or not.

In conclusion Dr. **Code A** is without doubt, the best DOCTOR I have ever been to see

Code A

Code A

Consultant Paediatrician

Portsmouth Hospitals



NHS Trust

Our Ref: **Code A**Your Ref: **Code A**/h/0005940/LegalPaediatric Department
St Mary's Hospital
Portsmouth PO3 6AD

Dictated: 01/08/2008

Typed: 04/08/2008

Tel: **Code A**
Fax:

STRICTLY PRIVATE AND CONFIDENTIAL

Code A

Solicitor

The MDU

MDU Services Ltd

230 Blackfriars Road

London

SE1 8PJ

Dear Mr **Code A**Re: GMC - **Code A**

Thank you for your letter of the 7th July 2008. I am privileged to be asked to provide a character reference for Dr **Code A** whom I have known as a General Practitioner in Gosport for fourteen years. I am a Consultant paediatrician at Portsmouth Hospitals NHS Trust and since my appointment in 1994 I have undertaken clinics at Gosport War Memorial Hospital. Initially I held General Paediatric Clinics but I now run more specialist clinics in Paediatric Endocrinology and Diabetes and I occasionally see some of our Paediatric Oncology patients there to minimise distances these patients have to travel. As such I have seen a broad range of patients referred under the care of Dr **Code A**. I have also had the opportunity to discuss patients with her on the phone or in person at the Post Graduate teaching sessions she attends. Some of these have formed part of a collaborative group of lady GPs from Gosport and Fareham who hold regular educational events, to which I have contributed. I have therefore had the opportunity to observe Dr **Code A** clinical interest in my own subject as well as observe her interaction with fellow colleagues and other speakers on specialist topics. Much of this is predated my knowledge of events for which she is being investigated by the GMC.

I can state without hesitation that I have always been impressed by Dr **Code A** interest in patient care and by the depth of her knowledge, pertaining to her role as a General Practitioner. From my observation of group interaction I would conclude that Dr **Code A** is well respected amongst her colleagues and considered to be senior amongst them. Correspondence with her in writing or personally is always helpful and thorough and from my experience she takes a genuine interest in the welfare of her patients and knows them well. As an example we share the care of a young man with Prader Willi syndrome who has received treatment with growth hormone and now requires testosterone (Sustanon) injections to promote and maintain puberty. They have not been the greatest attendees at clinic or with adherence to treatment but Dr **Code A** has sought them out and kept me up to date with the discussions she has had with his family. She appears to take a pride in offering a high standard of care to all her patients.

Dr **Code A** also has great character and since hearing about the GMC case I have been impressed by her fortitude and good humour despite all the delays and uncertainties this has caused. She also has a great sense of humour which has been maintained throughout.

If I can provide any further information please do not hesitate to contact me.

Yours sincerely

Code A

Consultant Paediatrician

Your ref: Code A/jh/0005940/Legal

03rd December 2008

Code A

MDU Services Limited
230 Blackfriars Road
London
SE1 8PJ

Code A

Dear Mr **Code A**

GENERAL MEDICAL COUNCIL – Dr **Code A**

Dr **Code A** is my general practitioner and has been for a number of years now. On the occasions that I have needed to see her she has been very professional in the way that she has treated me. She has always been thorough in any investigations carried out and any treatment that she has given to me. She has always been ready to listen to any problems I have had and has always given me the time I have needed to be able to discuss things with her.

Apart from her being my own G.P, Dr **Code A** had also been treating my mother for age related conditions on and off for quite a period of time. During this time Dr **Code A** treated her with professionalism and respect and was very caring in her treatment of her.

My mother had been hospitalised on several occasions and eventually was placed on a ward at the War Memorial Hospital Gosport. Dr **Code A** carried on treating my mother there as clinical assistant. Again, her conduct was most caring and professional and I had no reason to question her treatment of mum. I was always kept informed of any changes to any treatment given and at no time did I feel that her care was unsatisfactory or unwarranted.

Sadly my mother passed away on 20th August 1998 after being ill for some time. In no way do I hold Dr **Code A** responsible for this as at all times her treated and concern for my mother was beyond question.

I have continued with Dr **Code A** as my own G.P and remain happy to be a patient of hers. It is testament to her as a GP that I have to wait for weeks sometimes to get an appointment with her. I would recommend her to anyone else as his or her Doctor.

Yours Sincerely

Code A



Oxford Radcliffe Hospitals



NHS Trust

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18th May 2009

Code A

Solicitor
MDU Services Ltd
230 Blackfriars Road
London SE1 8PJ

Dear Mr **Code A**

General Medical Council – Dr Code A

I first met Dr **Code A** in 1995 when I took up post, first as Locum Consultant in Palliative Medicine (April 1995), then as a substantive consultant (September 1995), at Countess Mountbatten House (CMH), the specialist palliative care service in Southampton University Hospitals NHS Trust. I remained in that capacity until 2003, when I moved to my current post in Oxford.

Our interaction was primarily in **Code A** capacity as a local GP and mine as Consultant in Palliative Medicine covering the Fareham and Gosport geographical areas. This involved:

- offering telephone advice, either in relation to specific patients or in general
- conducting domiciliary assessments at **Code A** request, followed by advice and/or offering continuing support from CMH
- consulting on patients at Gosport War Memorial Hospital, particularly in relation to patients on the GP ward (Sultan Ward)
- carrying out teaching sessions within her practice, for the Fareham and Gosport GPs as a group, or at Gosport War Memorial Hospital
- seeking and responding to feedback from GPs, both formally and informally; following the inception of Primary Care Groups, **Code A** was particularly instrumental in helping to shape the quality of services offered to patients in the area.

Code A has always struck me as being an eminently sensible and caring GP. This impression was borne out by comments made by her patients, when I met them on my domiciliary assessments. She was passionate about ensuring best possible care

for her patients, and in my interaction with her, I always felt that Code A tried to act in their best interests at all times.

She is forthright and I have always found her willing to speak her mind. She found delays in the system particularly frustrating, especially if they resulted in real discomfort or distress to her patients, e.g. delays in pain management or access to effective analgesics. I also know her to be extremely loyal to her colleagues, both medical and nursing. She was particularly concerned for her nursing colleagues at Gosport War Memorial Hospital, whom she sometimes felt did not have adequate access to on-site medical time and support, despite the growing complexity of patient care they were being expected to undertake.

In short, Code A general attitude and approach to the care and welfare of her patients was such that I would have been very happy to have her as my GP, had I been living in her catchment area.

Yours sincerely

Code A

21/8/03

Code A

Ref - Code A/JH/0005940/Legal,

Dear Mr **Code A**

I am writing to you regarding the case against Dr **Code A**,

I have been a patient of Dr **Code A** since 1980, when I was very ill for two years, during which time I had the utmost care.

Since those times, I cannot fault the care and attention that she has given me.

In 1993 she very quickly diagnosed cancer, and so I very early was treated, and cured.

I have always found her very helpful and considerate. Next month I will be 83 years

3

of age, so am calling on her a bit more often.

Her attitude and care are just the same as it has always been, kind, caring and helpful.

I am dismayed at the news, that Dr **Code A** has been guilty of professional misconduct.

Ten years have passed and this is still going on, and Dr **Code A** is still the same caring person, I only was in her surgery last week.

I feel so very upset that after all her years as a G.P. that she has to go through this terrible ordeal at this stage in her profession. I trust it will soon be over, and she can get back to normal,

yours Sincerely.

Code A

Code A

To Whom It May Concern,

DR. **Code A** has been our family Doctor for many years. She is always very pleasant, listens to you, while remaining very professional. She is always very thorough in her examinations. My wife, daughter and myself have had serious illnesses, and have received excellent treatment from DR. **Code A**

We could not wish for a better family G.P. I trust her implicitly, and feel safe and confident with her treatment.

My first meeting with Dr **Code A** was many years ago, when one evening my wife and I went to visit our Uncle and Aunt. Sadly while there Uncle Art passed away, Dr **Code A** came when I phoned for a doctor, unfortunately there was nothing to be done for our dear Uncle, but the kindness and care she showed to our Aunt was wonderful. This first memory of Dr **Code A** has always stayed with me. I cannot think of her behaving any other way to a patient.

Code A

-24-

Code A

28-08-08.

To Whom It May Concern,

Dr. **Code A** has been my General Practitioner for over 10 years, and in that time I can honestly say that she has always worked in a professional manner to both myself and other members of my family.

I have visited her on numerous occasions and have always found her to be approachable, compassionate, knowledgeable, fair and understanding, no matter what the nature of illness or enquiry.

I would never ever doubt her medical expertise, and as our family doctor I would trust her judgement, treatment plan, and diagnosis implicitly.

Her first concern is always for her patients, she is kind and caring, and I will never believe that Dr **Code A** would behave in any other way toward a patient.

Code A

YOUR REF

Code A/JH/0005940/LEGAL.

Code A

Code A

28.8.08.

Dear Mr Code A

Ref your letter, re General

Medical Council - Dr Code A

I would like to say I have known Dr Code A since she joined the practice, in I think was the early 80's.

I have been a patient of hers since the early eighties and in that time I have always found her to be very caring & professional at all times, also very caring & kind and also going beyond the call of duty, i.e. with advice and help with the adoption of our two children and the procedures etc.

Some information about myself. I am 69 yrs of age, and have been treated for several conditions over the years, at one time I had Meningitis, (A duty Doctor told me it was flu) Dr Code A came in and made a diagnosis of Meningitis, I was very poorly at home, Dr Code A was at times visiting three times a day, and pulled me through, also have had bone breaks, including femur, etc.

Also when I left my employment on medical grounds i.e. Poly Arthritis, being employed as a Security Guard at Q.A.H. Portsmouths Main Hospital

Code A

29th June 2008

Code A

M D U Services Ltd
230 Blackfriars Road
London
SE1 8PJ

Your Ref: **Code A**/h/0005940/Legal

Dear Mr **Code A**

Initially I was pleased to be asked to write this letter in support of Dr **Code A** not realising how difficult it would be to express my thoughts appropriately. I have great admiration for Dr **Code A** and the way in which she has continued to work despite the pressures of this investigation.

I can speak of my experiences of Dr **Code A** as a patient, the relative of a patient as she cared for my elderly mother and as an employee I worked as a receptionist at Forton Road Surgery from 1990 until my retirement in 2005.

Dr **Code A** took over the care of my mother who had COPD and memory loss from Dr **Code A** when he retired in 1993. My mother moved to Alton to live with my brother in 2003 and my brother wrote a letter of appreciation to Dr **Code A**.

My position as a receptionist gave me insight in to which GP I would wish to consult with following Dr **Code A** retirement. I have had Diabetes Mellitus for 51 years, thyroid problems for 20 years, hormone problems and recently Thyroid Eye disease I am not an easy patient to prescribe for. I have had the input and support of consultants throughout but it has been Dr **Code A** who has had the total knowledge of all my medical problems and explained them in terms I could understand and with her great sense of humour shown me how to ease the impact on myself and my husband.

I should state that my husband and my daughter are also her patients. My daughter **Code A** has found her to be sympathetic and understanding regarding her endometriosis. GPs are required to have such a vast amount of knowledge regarding so many diverse conditions.

In my role as a receptionist Dr **Code A** was the answer to a prayer as Duty Doctor. The patients were happy to see her even the males at a time when females were not so commonly in GP practice. Initially they were wary but after one consultation they found that this GP had a rapport with everyone and was able to relate to their

2.

which involved removal of unwanted Members of the public, drunks etc,

Dr **Code A** advised me to do a few hours weekly working in a kitchen, as I was interested in cooking etc. which helped. Keep Me Mobile.

In fact I have just retired from a care home, where I became the main chef for 10 yrs,

So all in all I have found Dr **Code A** professional and kind and can go to her for advice at any time,

I hope this helps in some small way, if you need to clarify anything please ring the numbers on reading of letter.

yours Sincerely,

Code A

problems too. She was always willing to sign a prescription for those who had run short of medication and prepared to see the very last emergency who always appeared as we were closing the door. I believe that Dr. Code A enjoys the job she does so well. Her personal knowledge of patients and their families is amazing and surely shows her commitment to her profession.

Yours sincerely

Code A

Code A

Your Reference: **Code A**/h/0005940/Legal

08 October 2008

Dear Mr **Code A**

General Medical Council – Dr **Code A**

With regard to your query regarding my opinion of Dr **Code A** I am more than happy to write giving my views of her character and to describe the care she has given me.

To give you some perspective there has been some extremely traumatic periods during the last few years. I do not wish to go into great detail but during this period the following has happened

- My husband was arrested for sexually abusing my grand daughter and his step-grand daughter and served a prison sentence. At this time I had to give evidence at his trial.
- I divorced my husband of forty-two years, the whole process being an extremely protracted and emotionally draining experience.
- Fought a court case against my husband for defamation of character.
- I became ill and was diagnosed as having an underactive thyroid.

During this period Dr **Code A** has been tremendously helpful. As my GP she supports me both mentally and physically in her warm, friendly and efficient way. Dr **Code A** always makes a point of remembering the personal side of my predicament and kindly gives her time to discuss matters. Due to the nature of the issues that have affected my health an objective view is rarely available from family and friends. Dr **Code A** has helped me so much by being able to be objective when discussing these matters.

I can give a detailed example to highlight the care she has shown me.

The day before I was due to attend court as a character witness against my husband, my feelings of anxiety were making me physically ill. I was not able to make an appointment with Dr **Code A** instead I saw another Doctor at the surgery who was not as familiar with the predicament I was in.

Dr **Code A** saw me as I was leaving and she immediately took me to her consulting room. Having already spent the time she had with me she knew and understood the emotional turmoil I was in, just as well as she understood my medical history. During that unscheduled consultation with Dr **Code A** she was able to give me a great deal of help and I was able to make that visit to court the following day.

In summary, I have always found Dr **Code A** to be caring, understanding and kind. I am incredibly thankful to be her patient. I am now seventy years old and could not wish for a better GP.

Much as I would like to be a character witness and give evidence for Dr **Code A** I am afraid I cannot do so. Due to distressing events in the past few years and in consequence the many times I had to go to court, I know that I would not be able to stand before a court again.

Yours Sincerely

Code A

Code A

6TH June 2009.

Code A

MDU Services Limited
230 Blackfriars Road
London SE1 8JP

Dear Mr **Code A**

I write to you in support of Doctor **Code A**

I am **Code A** RGN, and as such worked as a full time senior nurse practitioner in a nurse led accident and emergency department at Gosport War Memorial hospital from August 1978 until the department was transferred to Haslar Naval hospital in the summer of 2000. Although I am now retired from front line nursing I am still employed part time by Hampshire Community Health Care in various roles, training staff, supporting staff and management.

We were a General Practitioner unit dependant on local GP's to cover emergencies; there was no permanent medical cover. Dr. **Code A** is a local GP, in a practice of GP's who were part of the rota of all the GP surgeries in Gosport covering the department, for their own patients and any patients who came into the department from out of town, holiday makers – visitors or patients who were not registered with a doctor. Over the twenty two years I worked in the hospital I came to know all of the GP's including Dr. **Code A** very well.

I also have another role in the Trust, Since 1985 I have been an accredited Steward for the Royal College of Nursing, and have covered Gosport War Memorial hospital and the surrounding areas as the local RCN Representative for members of the college, I would have been the first port of

call for any staff on the wards who were experiencing difficulties or who had concerns or difficulties and would have been able to assist them. Such issues would have included concerns about a doctor or systems of work or concerns about the treatment of patients.

I would also have been part of any disciplinary procedures taken against them as their supporting union representative, all of the trained staff in the hospital at the time of the matters involving allegations against Dr. Code A were members of the Royal College of Nursing.

Part of my role over the last 11 yrs. has been to support all staff involved in all the police and CHI Investigations

In 1993 / 94 the unions combined with senior managers and negotiated a very robust whistle blowing policy with the Trust as we went forward into a community trust and split from the acute unit Queen Alexandra hospital, the War Memorial Hospital came under the control of the Portsmouth Healthcare NHS Trust in 1994. That policy is now used elsewhere in the country as a very effective model. If any nursing members had had concerns there was this robust system for dealing with them, and indeed if the complaint was not dealt with adequately and the process had been followed, staff even had Trust permission to approach the media. This still applies in the Hampshire Community Health Care policy today

I am aware of concerns from some members of the Nursing Staff which were expressed at Redcliffe Annexe in 1991. As I recall things changed a lot in the early 90s. Staff Training over decade ago was not always seen as a high priority in community units. This is no longer true as we are now a Community Trust. In 1991 we were part of the Queen Alexandra Hospital in Cosham, and we were effectively at the far end of one of their branches. As a community unit, it took a while for things to filter through to us.

My recollection of the concerns in the early 1990s is that this essentially related to a lack of training in the use of and understanding of syringe drivers, and that with that appropriate training, those concerns were then allayed. The Nursing Staff raised concerns because they had not been trained sufficiently, but that was then resolved, with specialists from Macmillan and from palliative care coming in to provide training.

In 1994 new buildings at the main hospital were completed, the staff and patients from Redcliffe Annexe were brought up to the main unit and became Dryad ward

I am aware that in the mid 1990s, acute units at the District General Hospitals became busier and they the asked Gosport to take more patients. Although my work was principally in Accident and Emergency, inevitably this was known to me, through discussions with nursing colleagues, as I used to visit the wards as duty sister for the hospital if I was the senior nurse on duty,

we used to handover the responsibility to night staff on the wards at 8-30pm and they would deal with any patients who presented at the hospital, some of the night nurses were very experienced in the treatment of casualties. I would often see Dr. Code A around in the hospital very early as I came on duty around 7-15am most days and would have to locate the hospital keys to open up the department which was at the opposite end of the hospital to the wards

In addition, I was Minutes Secretary to the local League of Friends for the Hospital who were asked to provide more specialised equipment for higher dependency patients, for example special beds and chairs. I remain involved with them.

It was apparent that over a period of time there were increasing numbers of patients being admitted to the Wards at the War Memorial Hospital. It was also clear to me that there was an increase in dependency and a deterioration in the condition of patients admitted to the Wards. This would inevitably have increased the amount of work for the Nursing and Medical Staff,

As a nurse, if there was a question of attending to the patients or a Nursing Kardex, inevitably the emphasis for a nurse would be on attending to the patient. The burden on the nurses in relation to the time available to care for patients and the increased pressure would have inevitably had an effect on the ability of the staff to make full or even adequate notes. We can all look back with hind sight and see how we could have done things differently, but you have to remember some of the allegations go back over a decade and I can assure you things have changed year on year and will continue to do so.

I knew Dr. Code A because she was a local General Practitioner. Each week in the Casualty Department we would have a different practice on duty for those patient who were not registered locally with a General Practitioner, and I came to know her from her responsibilities in attending at the Hospital in that capacity. I also knew her as she would come into Casualty when going to the Wards at lunch time, and would collect the Practices post from the General Office.

On occasion it was necessary to ask her to come down from the Wards in order to assist in Casualty with an incident, the nurse first on duty would be alone in the department and would have to deal with whatever came in. Officially it should have been minor injuries, in practice it could be something very major, for example severe chest pain, severe bleeding, asthmatics, patients fitting.

All staff were aware Dr. Code A was around in the hospital very early hour in order to see her patients – indeed she never failed to come unless she was on holiday. In the event that we needed her to attend in Casualty to assist, she would come immediately if requested to do so. I realise with hind sight that calling her to help in Casualty added to her work load.

As I indicated in my statement to the Police and the General Medical Council I always found Dr **Code A** to be very professional in the way she responded to my calls for help, and in the compassionate way she treated patients and dealt with relatives in the Casualty Department at the War Memorial Hospital, and indeed in the way she related to me as a nurse.

I never heard her be abrupt or callous with a patient. She joked with patients on occasion when they had done something stupid that led to them being injured, for example, a young man from a well known local butcher's shop who was preparing pork for sale in the shop, severely damaged his thigh. The incident took place many years ago now, so I cannot quote her exact words but I do know she distracted him to make him less aware of the treatment we gave him which included suturing the wound.

I never worked on the Wards at the War Memorial Hospital, but Dr **Code A** was a professional colleague for whom I have the greatest respect and admiration in the way she has conducted herself over the past very difficult years. She has quietly got on with being a very well liked local GP whom her patients adore. A lot of my colleagues are in fact her patients at the GP surgery.

Having come to know Dr **Code A** since she came to Gosport I believe I have had a very good opportunity to form a view of her character. I can say that she is a very approachable individual. With a great sense of humour. I have never heard anybody say anything unpleasant about her. I can say that she was always reliable, and it was apparent to me that in addition to attending on the Wards in the mornings, she would also, come back to the Hospital lunch times and in the evenings. I always found her to be an extremely agreeable hardworking individual, and at no time did I have any concern about the quality of care she provided to patients. I have not heard anyone say anything derogatory about Dr **Code A** except relatives involved in the investigations and the local press / media. I believe she took up her post as Clinical Assistant and continued with it because she enjoyed the work that she did. When ultimately she realised she could no longer perform to the standard she wished because of the pressure upon her, she resigned. It was a great loss to Gosport War Memorial and ultimately the Health Services.

I would describe her as very professional, compassionate and very caring. Her staff and her patients adore her. She is someone who is always there for her patients.

Yours Sincerely

Code A

REF No

Code A | Jh | 0005940 | LEGAL

Code A

6 November 2008

Dear Mr Code A

I am writing to confirm that I have been a patient of Dr Code A for approximately 28 years. During this time I have visited Dr Code A regularly for ongoing review and treatment for 2 chronic illnesses, colitis and osteoarthritis in the lower back. In addition to this I have consulted Dr Code A on numerous other occasions, some of which have led to referrals to hospital for the following conditions:

- Removal of prostate
- Gall bladder removal
- Hernia operation
- Remove of tumour from upper pallet
- Removal of tumour on nose.

In all the time she has been my GP, Dr Code A has treated me with the upmost care, respect and understanding. I have never had cause to question her professionalism or judgement about my care and treatment. Whenever I have an appointment with Dr Code A I always leave the surgery in a better frame of mind than when I went in, reassured that I have been listened to by somebody who knows and understands my condition and an appropriate course of action taken. I have not heard a bad word said about Dr Code A and hospital staff I have met appear to think highly of her also.

In my opinion she is a very caring doctor, whose first thought is always for her patients. On discovering I was a keyboard player and played at local care homes, she asked me to play for the elderly patients in Gosport War Memorial Hospital and subsequently arranged for me to do so.

Now that I am 73 years of age it is reassuring to know that I have such an excellent doctor looking after my well being.

Yours sincerely

Code A

Code A

From:
Sent:
To:
Subject:

Code A

Code A

12th January 2010

Dear Mr Code A

Thank you for asking me to provide a testimonial for Dr Code A. I can confirm that I have read the documents that you included with your request.

I am a GP practising in Lee on the Solent. I moved into the area in 1988 when I became a partner in a local practice. I have known Dr Code A for much of that time. She has a reputation locally as a conscientious and caring GP, trusted by her patients and respected by her professional colleagues. I was also a member of the Gosport locality group when she was the GP lead. She showed herself to be a plain talker but also a keen supporter of Gosport residents. She endeavoured to ensure that Gosport did not come out second best and spoke up for the patients and doctors interests, especially when they differed from those of the PCG.

Former patients of hers who are now registered with my practice due to moving house speak very highly of her.

I have been carrying out GP appraisals since October 2009. Although this is only a short time, I have completed 8 so far on doctors working in the Fareham and Gosport area. I had to attend 2 training days to become an appraiser and in addition to these have attended a study day which covered doing difficult appraisals, concentrating on doctors who were performing badly for various reasons.

Dr Code A succeeded in fulfilling all the criteria for a competent doctor in her appraisal, despite having spent 4 months away from her practice. In deed, her performance has been more than competent.

She showed evidence of providing good clinical care. She performed well in her practice questionnaire with her patients preferring to wait and see her rather than consult someone else, proof that they trust her judgement.

Her practice performs very well in the prescribing area as shown in their PACT data. Her practice also gained a high QOF score.

She has no significant complaints this year. She and her partners hold meetings at which significant events are discussed. In general practice, the term significant event is used when a problem has arisen. This can be a clinical error or an administrative one. She is able to look objectively at significant events as they have occurred and is happy to discuss these openly with her colleagues to ensure that such problems are less likely to recur.

Although she has not looked after any dying patients, she has closely read the Liverpool Care Pathway which lays down the foundation for good palliative care. Her comments on this show that she is interested in this area of care and is keen to learn about it.

She has abided by the conditions imposed upon her by the GMC, namely not prescribing various controlled drugs and sedatives and not looking after terminally ill patients.

When she recognises that patients in her care are dying, she ensures that their treatment is taken over by a full time colleague, introducing those patients to the doctor concerned. This is especially important in her practice as patients are usually only seen by the doctor with whom they are registered.

She has attended several courses and the notes that she has made at the time shows that she has learnt salient points from these and has not just attended. When I have met her on such courses, she has always been concentrating and makes useful contributions to any discussion. She always questions when she wishes to clarify any point.

She works well with her colleagues and patients as shown by the testimonials in her portfolio. Her practice partners are supportive and are working together as a team under her leadership - something that has not always happened in the past with previous senior partners. She is keen to ensure that this team working continues in the future.

In summary, she showed herself to be a good, caring and competent doctor. I feel that she is a safe doctor and have no doubts of her ability to continue to practice good medicine.

Yours sincerely

Code A

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For more information please visit <http://www.messagelabs.com/email>

Code A

From: **Code A**
 Sent: 18 January 2010 14:11
 To: **Code A**
 Subject: **Code A**
 Importance: High

For The Attention of Mr **Code A**

I am contacting you with regards to Dr **Code A** and her imminent attendance at the GMC hearing.

I have previously contacted you with regards to my families support of Dr **Code A** and I am aware that my mother Mrs **Code A** has subsequently had a conversation with you, and also put her thoughts in writing in an email.

We as a family however feel that our efforts so far have been inadequate in our defence of Dr **Code A** and the palling and unjustified situation she has found herself to be in.

Dr **Code A** has been our family GP for 30 years now, and this reference comes on behalf of myself, my children, my parents and siblings in relaying our dismay and frustration and total empathy in what we believe to be a total miscarriage of action against her.

The service that Dr **Code A** has provided to us for varying health needs over the years, has been nothing but exemplary and with utmost professionalism, but with an approach that is essential to patient care, that is sadly lacking in most other General Practitioners we have seen.

We believe that Dr **Code A** is subject to a process where she is being scapegoated due to system failure and the need to appoint blame, which considering her dedication and commitment to her patients is a pure travesty.

We hope and trust that ours and others opinions are considered to be an accurate reflection of Dr **Code A** practise and that she is vindicated of the issues raised against her.

We feel as a family, we will have great difficulty in ever finding a replacement for Dr **Code A** and ask that our thoughts and best wishes to be given to her at this difficult time.

Yours Sincerely

Code A

Gosport Hampshire

Code A

Code A

From: Code A
Sent: 15 May 2009 17:06
To:
Cc: Code A
Subject:

Dear All,

Mr Code A contacted our contact centre on 27 April 2009 and left the message below concerning Dr Code A

'i must complain about the way dr Code A has been teated by the media and relatives in the gosport war memorial inquests i am a patient in her practice and you cant ask for a more careing and understanding doctor and there are hundreds of other patients who think highly of her this has been like a witchhunt and she does not deserve to be hounded in this way'

I telephone Mr Code A today and advised him that although we appreciated his concerns we have no control over what is printed in the media or what relatives might say.

I explained to Mr Code A that we are due to commence a hearing against Dr Code A on 8 June 2009 and asked him if he wished to provide a letter of support and he explained the wished the above comments to be passed on and he is of the view that Dr Code A is a good doctor.

Mr Code A gave me his permission for his telephone number to be passed onto Dr Code A which is Code A

Please relay the above to the defence.

Code A

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If you are not the addressee or have received this email in error, please do not read, print, re-transmit, store or act in reliance on it or any attachments. Instead, please email the sender and then immediately delete it.

General Medical Council

St James Building, 79 Oxford Street, Manchester, M1 6FQ

Regents Place, 350 Euston Road, London, NW1 3JN

The Tun, 4 Jacksons Entry, Holyrood Road, Edinburgh, EH8 8AE

Regus House, Falcon Drive, Cardiff Bay, CF10 4RU

20 Adelaide Street, Belfast, BT2 8GD

The GMC is a charity registered in England and Wales (1089278) and Scotland (SC037750)

Code A

General Medical Council,
 Regents Place,
 350 Euston Rd.,
 London NW1 3JN

16 MAY 2000

Dear Sirs,

I am writing to you because I am very upset to see the way my Doctor is being pilloried by this long drawn out attack on his professional reputation.

I am 92 and when faced with Dr. Code A professional
 I prefer to live in Gosport alone, rather than go to live with my daughter who lives near London, because I feel sure I would not find another Doctor as good as Dr. Code A and in whom I would have such faith.

I know I am not alone in praying that we are not going to lose such a great Doctor in Gosport who we have already lost a pair of them when we were deprived of the famous Hospital at Haslem.

Perhaps you are not very interested in the views of patients afraid of losing their "life line" but I feel I needed to make my feelings known to you for my own peace of mind.

Yours faithfully

Code A



RECEIVED 20 JUL 2009

General Medical Council	
Original was a Photocopy	
Original was Poor Quality	
20 JUL 2009	
Document has been Photocopied to improve readability	
Document had physical objects ref:	

Code A

16th July 2009

Code A

Chief Executive
General Medical Council
Regent's Place
350 Euston Road
London
NW1 3JN

Dear **Code A**

Re: Dr **Code A**

Having read numerous articles on Dr **Code A** I feel that I must, as a patient of Dr **Code A**, let you know of her outstanding commitment to her patients. She has been looking after my children for the past 10 years and she has never mis-prescribed or mis-diagnosed (as other GP's have done!!). I have trusted her with the health of myself and my children and I know that a great many other patients do too. You only have to see her clinic list to see how busy she is and it is nigh on impossible to get an appointment with her.

I have to say that particularly during the time when Dr **Code A** was the Clinical Assistant she was one of the few doctors in Gosport I would actually trust. The standard of care in this area was seemingly very poor and the Portsmouth Health Authority were appalling. Despite her incredibly impossible workload she still ran her clinics very efficiently and effectively and despite the immense pressure she must have been under, never showed it at the surgery.

There is no way on this good green earth that Dr **Code A** deliberately over-prescribed or ignored patients. She did the best she could under the circumstances and she should not be blamed for the inadequacy and poor management of the Health Service. I feel very sorry for the families of those who passed away but I believe the medical staff did the best they could with the very limited resources they had available to them at the time.

No-one is perfect and I am sure you will appreciate that human beings, when working under such immense pressure, do make mistakes, despite their best intentions. I believe Dr Code A was working well beyond what is manageable on a day to day basis but her ethics as a doctor are solid and sound.

I sincerely hope the Panel will consider my comments on behalf of Dr Code A and hope that a considered and fair outcome is reached.

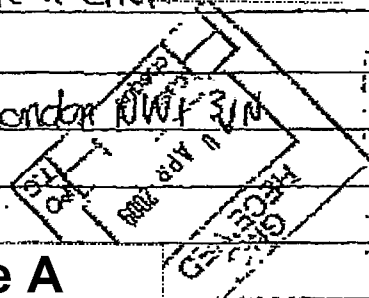
Yours sincerely

Code A

Code A



To The General Medical Council
 Regents Place
 350 Euston Road. London NW1 3JA



Dear Sirs,

Re: Doctor

Code A

OF THE SURGERY

Code A

Doctor Code A has been my G.P. for the last 10 years. I have been with the same doctors practice all my life and I started seeing doctor Code A when my previous G.P. retired.

She is an excellent G.P., always very approachable and willing to listen and advise. I have always found her to be kind and empathetic. She is indeed very popular at the surgery - I have a number of elderly friends who are also her patients and we are all of the same opinion. She is a very dedicated doctor and it would be a great loss to the practice should she leave.

Obviously I have seen the extensive press coverage regarding the inquests being held into the deaths of patients at the War Memorial Hospital in the 1990's. Whatever verdicts the jury reach will not affect at all my confidence in Dr. Code A or my decision to remain as one of her patients.

Yours Faithfully

Code A



Code A

SEPT 2008

DEAR SIR

DR **Code A** HAS BEEN MY
G.P. FOR OVER TEN YEARS IN THIS
TIME I HAVE VISITED HER FOR ROUTINE
CHECKUPS AND ANY OTHER OCCASSIONS
WHERE I HAVE NEEDED A DOCTOR IN
THIS TIME I HAVE ALWAYS FOUND DR.
Code A TO BE KNOWLEDGEABLE AND
PROFESSIONAL AND VERY EASY TO TALK
TO. ON THE OCCASIONS WHEN A
PRESCRIPTION HAS BEEN NECESSARY
I HAVE COMPLETED THE COURSE IN

FULL WITH NO SIDE EFFECTS

Code A

My name is Mr **Code A** and I have been a patient of the Forton Medical Centre since around 1991.

I have been in contact with Dr **Code A** over this period of time whilst she has cared for myself and my family on both long term and short term medical care.

I have had constant care from Dr **Code A** over the last 18 months due to post surgery care for my knee.

On the numerous occasions I have seen Dr **Code A** she has always greeted me by name and knows the reason for my visit. I have always felt that I am a person and not just a faceless patient.

During my visits I have always found Dr **Code A** to be honest, courteous and always aware of my medical and personal requirements. If at anytime I have had one of the children with me and they are unwell she has attended to them at the same time.

I have also come into contact with Dr **Code A** during my wife's care over the last 3 years and laterally for my wife's depression. On these occasions I have seen Dr **Code A** with my wife and also alone. During my personal consultations she has always enquired into **Code A**'s wellbeing and asked if there is anything either of us need.

She has treated us as a family and has made the connection between us. I don't feel that this is the norm for a GP but certainly a commendable action. I have always felt that I can be honest with her and be understood.

In short I find Dr **Code A** a confident, caring and compassionate medical practitioner. She is sensitive and in touch with reality. She is an asset to her profession and I feel confident that the care my family and I have received and continue to receive has been the best and a rarity for the modern NHS.

Code A

My name is Mrs **Code A** and I have been a patient of the Forton Medical Centre since around 1990.

I have been in contact with Dr **Code A** over this period of time whilst she has cared for myself and my family on both long term and short term medical care.

I have had constant care from Dr **Code A** over the last 3 years since the birth of my second child. I received a visit from Dr **Code A** whilst in the Blake Maternity unit following my c-section. She was kind, courteous and joked over the name I gave my son warning me he would only be trouble as all children of this name are! Whilst visiting, she automatically knew what my post pregnancy requirements were and ensured this was all in place with her usual efficiency.

I again had cause to see Dr **Code A** at my six week check up. Dr **Code A** takes the trouble to know who her patients are and is aware of the pressures of life. She was quick to realise that I was suffering from post-natal depression. Again this has been dealt with quickly, efficiently and with a great deal of compassion and understanding.

More recently in the last 18 months my husband and I have suffered major life changes involving my husband becoming registered disabled, loss of his income and the associated financial and emotional pressures.

This resulted in my depression becoming a major problem. I have seen Dr **Code A** for this constantly in the last 18 months. Initially consultations were on a 14 day basis. These appointments were booked by her and were made at a time of day that was quiet in the surgery allowing for my problems. I have never felt belittled, silly or embarrassed or insignificant during these consultations. With Dr **Code A** assistance I have not only returned to my part time job within six months, I have also gained the confidence to go full time in order to support my family. **This could not have been achieved without her.**

In short I find Dr **Code A** a confident, caring and compassionate medical practitioner who takes the trouble to treat her patients as people, not just a body on a chair. She is also sensitive and in touch with reality. She is an asset to her profession.

Code A

Code A

MDU Services Ltd
230 Blackfriars Road
London
SE1 8PJ

24th August 2008Dear **Code A**REF. No. **Code A**/jh/0005940/Legal

My name is Mrs **Code A** and I am a sixty six year old patient of Doctor **Code A**. I became a patient of Doctor **Code A** back in 1986 when I moved to Gosport. When I saw Doctor **Code A** a short time ago, she mentioned the forthcoming case and asked me whether I would be willing to write to you on her behalf as I have been a patient of hers for some years. This I am very happy to do.

With regard to the allegations regarding Doctor **Code A** treatment of patients at The War Memorial Hospital I would not like to pass comment as I was not there, and as I cannot speak from a medical viewpoint it would be extremely wrong for me to do so.

I can however speak of Doctor **Code A** as I have found her, as a person as well as a Doctor. Upon my first visit to Doctor **Code A** all those years ago I came away favourably impressed with my new Doctor and I have never had cause to change my view of Doctor **Code A** in the intervening years. She is always cheerful and pleasant in her manner towards you, and her attitude is, interest in you, but professional which instantly puts you at ease. Her questions are pertinent. She will also ask you personal questions that may be tantamount to the issue, and offers relevant advice and treatment. I have never had any problems with Doctor **Code A** diagnosis, and care of my self. She is a Doctor who is ready to help, advise and treat. A good, caring Doctor and one I trust. I sincerely hope she continues to be my doctor.

Yours faithfully

Code A

Code A

Your Ref. **Code A** / Jh/005940 / legal passport, Hampshire

TEL. **Code A**

Code A

19th October 2008

Dear Sir,

In answer to your letter dated 14th October, I am only to pleased to be a character witness for Dr. **Code A**

I am now a retired 66 year old woman, Dr. **Code A** has been treating me for asthma for a number of years, and recently for Arthritis in both hips and lower back, she sent me for X-Rays and has done all in her power to help me.

I cannot speak too highly of her, I have always found her a very caring, kind and professional woman, in her dealings with me.

I hope this letter will be of help, and I wish her all the very best in the proceedings she faces next June.

Yours sincerely

Code A

Code A

15th September 08

To Whom It May Concern:

Reference character statement for Dr. **Code A**

Dr **Code A** has been my families GP since the late 1970's. My wife and four sons have all been patients of Dr **Code A** during this time.

I am an ex-serviceman having spent 25 years in the Royal Navy and completing my engagement in February 1987. I then spent ten years in private education before securing a post at St. Vincent College in Gosport where I am currently tutoring on a part time basis.

Dr **Code A** has been one of my GP's at the Forton Road Surgery complex since I left the Royal Navy in 1987. Dr **Code A** has always in my opinion acted in a thoroughly professional manner towards myself and my family during visits to her consulting room and indeed her diagnosis and treatment of my boys when they were growing up with all the common illnesses that children get was in a word excellent.

My wife and I have had our general medical problems through the years and once again the diagnosis and treatment given has always been correct with a positive outcome.

My wife, my boys and myself cannot believe for one minute that the Dr **Code A** we know would act in an unprofessional manner at any time.

I hope that this in some small way will help Dr **Code A** in her case with the GMC.

Yours truly

Code A