



NORMA WINDSOR

Norma Windsor

Date of Birth:
Date of admission to GWMH: 27th April 2000
Date and time of Death: 02.55 hours on 7th May 2000 at SMGH
Cause of Death:
Post Mortem:
Length of Stay: 10 days

Mrs Windsor's past medical history:-

Code A

Code A

27th April 2000

Code A

3rd May 2000

Code A

6th May 2000

Code A

given.

**Operation Rochester.
Clinical Team's Assessment Form**

Code A

OPERATION ROCHESTER
CLINICAL TEAM'S SCREENING FORM

Patient Identification
NORMA WINDSOR

Code A **G98452**

Exhibit number
BJC-56

Case	Findings	Intend to Cause
<h1>Code A</h1>		

General Comments

<h1>Code A</h1>

Final Score:

Screeners Name: R E Ferner
Date Of Screening:

Signature

OPERATION ROCHESTER
CLINICAL TEAM'S SCREENING FORM

Patient Identification

Nelson Windsor

Exhibit number

NorWin

Code A

BJC-56

Care	Optimal 1	Sub-Optimal 2	Negligent 3	Intend to Cause Harm 4
Death/Loss	<h1>Code A</h1>			

General Comments

Code A

Final Score:

Screeners Name: R E Ferner

Date Of Screening:

Signature

BJC/56
NORMA WINDSOR
69

Code A

PL grading A3

BJC/56	Windsor, Norma	<h1>Code A</h1>	A1
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BJC/56 WINDSON Norma	<h1>Code A</h1>	No change
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RESTRICTED

DOCUMENT RECORD PRINT

Officer's Report

Number: R8

TO:
STN/DEPT:

REF:

FROM:
STN/DEPT:

Code A

REF:
TEL/EXT:

SUBJECT:

DATE: 17/10/2002

Sir,

This report relates to the death of Mrs. Norma WINDSOR Code A ^{Code A} dod
07/05/2000. The cause of death is shown as heart failure and leukaemia.

On the 17/10/2002 I spoke with Mrs. Margaret WARD daughter of Mrs. WINDSOR. Mrs. WINDSOR

Code A

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DOCUMENT RECORD PRINT

shown as cause of death.

The family want to know how their mother could have been so ill yet this was not picked up earlier at the GWMH and why she deteriorated so fast after she was admitted in the first place.

Mrs. WARD has a large amount of correspondence and holds her mother's medical notes. These do not show that her mother was on strong pain killing medicine. She is aware that recently new material had been passed to the authorities relating to the GWMH. Her family have been in contact with Fiona CAMERON from the CHI.

In a letter dated the 23/10/2000 Dr. WILKES in a letter to Mr. MILLETT stated that Mrs. WINDSOR'S death could be due to septic shock which is very sudden. However, Mrs. WARD feels that this contradicts the Death Certificate. She accepts without a PM that it is impossible to establish the exact cause of death. Mrs. WINDSOR was cremated.

Code A**RESTRICTED**

RESTRICTED

DOCUMENT RECORD PRINT

Officer's Report

Number: R7BL

TO:
STN/DEPT:

REF:

FROM: Code A
STN/DEPT: MCD EREF:
TEL/EXT:

SUBJECT:

DATE: 02/01/2004

I visited Mrs Margaret Code A at 1400 hrs Tuesday 30th December 2003 (30/12/2003) at her home address.

Also present was her sister, Ms Code A WINDSOR. The visit was as per the policy log.

I introduced myself and explained my role, I gave the family a set of medical records relating to their Code A Norma WINDSOR, Code A - 07/05/2000 and outlined their initial concerns as noted in officers report R8.

The family wished the additional concerns to be noted.

The family didn't want their mother to go to the GWMH as they didn't feel it had the facilities to treat their mother's illness. They raised their concerns with Dr KNAPMAN who told them "Do you know how much it costs to go into medical hospital, £800 per day". He refused to send her to an acute ward.

Mrs WINDSOR didn't want to go to the GWMH, she associated it with where you go 'to die'.

The family pointed out that Mrs WINDSOR was suffering from sickness and diahorrea bug and she wasn't getting better with the treatment she'd received at home.

When the family approached the nursing staff, they were told that their mother was suffering from depression. Mrs WINDSOR was drifting in and out of sleep. She begged her family to take her out of the hospital, she knew that there was something wrong. She wasn't eating and drinking, the family asked for food supplements (fortisp) but staff would bring food in and then remove it untouched.

The family asked about removing their mother but were told that it was Dr KNAPMAN's decision.

Dr KNAPMAN only agreed to Mrs WINDSOR being moved into a medical ward after being informed that the family wanted a second opinion.

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DOCUMENT RECORD PRINT

They are concerned that the admission of their mother in St Mary's Hospital was not treated as an emergency and that she was not taken over until late in the afternoon.

The family made formal complaints to the hospital about their mother's treatment after she died and have provided copies of the correspondence between themselves and Fiona CAMERON .

The family would like notification by letter sent by recorded delivery with the opportunity of a meeting for any questions they may wish to put.

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Norma Windsor

No. BJC/56

Date of Birth: Code A

Date of Death: 7 May 2000

Mrs Windsor was admitted to Gosport War Memorial Hospital on 27 April 2000 complaining of weakness, exhaustion and depression following a recent bout of diarrhoea and vomiting.

Prior to her admission, Mrs Windsor had been waiting a Code A

Code A

On 5 May 2000 Mrs Windsor suddenly deteriorated and Code A e.

Mrs Windsor was transferred to St Mary's General Hospital for acute medical care but died two days later.

The experts, in reviewing this case, have questioned whether the GP caring for her in Sultan Ward had appreciated how ill she had become. Differential diagnoses were considered including severe sepsis, or an adrenal crisis. In the context of the investigation being undertaken by Operation Rochester, it should be noted that there is no evidence of any significant analgesia being prescribed to Mrs Windsor while she was an inpatient at Gosport War Memorial Hospital.

