



Code A

25 March 2004

Police Complaints Authority
10 Great George Street
London
SW1P 3AE

Dear Sirs,

OPERATION ROCHESTER – GOSPORT WAR MEMORIAL HOSPITAL

I wish to register a formal complaint against Detective Chief Superintendent Steve Watts MSc DPM MIMgt in connection with the above investigation.

I am very dissatisfied with the way in which this investigation has been handled. I first registered my concerns with the police regarding the events surrounding my husband's (Leonard Graham) death in April 2001. I telephoned Detective Chief *Inspector* Ray Burt at Police Headquarters, Winchester but I was told by him that, although he had received many complaints, unless the case of Gladys Richards, whose daughter, Mrs. Gillian Mackenzie had made complaints regarding the care and death of her mother was taken further by the Crown Prosecution Service, no other case would be considered. He took my name, address and telephone number but I was never contacted. I now know that each case should have been considered on its own merits.

I later met other relatives who were concerned about the circumstances surrounding the death of their loved ones at the hospital and attended several police meetings. A police Representative, **Code A** came to my home on 4 February 2003 to write a report, the contents of which I now know were never put forward to the Medical Experts who carried out the investigation into patient deaths.

In February of this year, relatives were notified of the category into which their particular cases fell although we were told on 11 September 2003 at a Family Group Meeting by Detective Chief Superintendent Watts that he and his team already had this information. It was a cause of much stress that this was withheld from families for so long.

The families of deceased relatives and I, personally, were assured on many occasions that no decisions would be reached by the Experts before their account of events was considered by the Experts. This was also categorically stated in the Police Bulletin No 3 dated 2 November 2003 - paragraph head Identified Concerns, copy enclosed.

I fully appreciate the complexity of this investigation but feel that relatives have been misled into believing that our views would be taken into account. It is now known, and is obvious from my husband's Summary of the Expert Review, which contains typographical

and other errors that this was not so and only hospital records were examined.

This has left me with little faith in the Police.

Yours faithfully,

Code A

D.E. Graham (Mrs.)

Enclosre: Copy Bulletin No. 3

c.c. Chief Superintendent Derek Stephens M.Ed
Chief Constable P.R. Kerhaghan
Department of Health
Professional Standards

Operation ROCHESTER

Family Group Members Investigation Update Bulletin No. 3 dated 2nd November 2003

Family Group Meeting 11th September 2003.

The Family Group meeting took place at Netley as per our last bulletin. In the main the feedback was positive. It is possible that we will hold another similar meeting again although not in the immediate future. Any intended meeting will be mentioned in good time in later bulletins.

Investigation Team

I announced at the Family Group Meeting that Code A is now our Family Liaison Officer. Code A will be contacting all of you in the near future in order to personally introduce herself. Additionally, she will discuss with you three particular subjects.

Clinical Team Findings – At the meeting in September, Detective Chief Superintendent Watts mentioned that consideration will be given as to the most appropriate method of informing you of the Clinical Team findings. We feel that it is vitally important to include your views in this process. I will be writing to you in due course with some suggested options for how we can best do this. In the first instance, however, Code A will discuss the subject with you in person. Please feel free to inform her of any early thoughts you have on how this can best be achieved.

Identified concerns - At the beginning of our investigation many of you identified to members of my team what your specific concerns were in respect of the treatment your relatives received at the Gosport War Memorial Hospital. Code A has been specifically asked to discuss this matter with you during her visit. So far the analysis by the Clinical Team has focused upon the information contained within the patient records. Before any decisions are made in respect of any case, account will need to be taken of the information and concerns provided by yourselves. We therefore want to ensure that we have a comprehensive and up-to-date record of your concerns. This information will then be taken into account within the decision making process.

Copy patient records - We are aware that some of you have based some of your concerns upon copies of your relatives patient records you have obtained from the hospital authorities. Not all of you have had sight of these records. We believe that you should all have this opportunity. That way, we feel, you will be able to give the fullest consideration to the above matter in respect of identifying your current concerns. To that end, we are arranging to provide you with a copy of your patient records. We fully understand that for some this process will be too distressing and that you will not want sight of your relatives patient records. Consequently, I have enclosed a reply note with this bulletin giving you a choice. I would be grateful if you could endorse this reply note as to whether or not you wish to receive a copy of your relatives patient records. Also enclosed is a Free Post envelope. Please give this