

Complaints Tracking Form

Name of Complainant: ^{MRS} Ramsden

Ref: PC/Q3/038/04/05.

Date Received: 15-10-04

Service / Area: AMH

Chase Date: 5-11-04.

Final Response Date: 12-11-04

Leaflet Sent: Y N

Investigation Officer: Janice Rome

| DATE | ACTION/CONTACT NOTES | INITIALS |
|----------|---|----------|
| 15.10.04 | Received from East Hants PCIT acknowledgement sent by them 12/10/04 | |
| 15.10.04 | Acknow sent by PC PCIT. | |
| 17/12 | Holding letter sent | JR |
| 12/01 | Response sent by EHPCT | JR |

Date Added to Database: 18/10/04.

Date Complaint Closed: 15/03/2005

JR ~~4066~~ 4066.

I have been advised to forward this on to you as the nurse concerned is Michelle Coleborn, who City Bank nurse.

Thank you
Juliette Diamond.

East Hampshire **NHS**
Primary Care Trust

Elderly Mental Health Services



With compliments

Our Ref: MM/kb
Date: 12th October 2004

Elderly Mental Health Services
Gosport War Memorial Hospital
Bury Road
GOSPORT
Hants
PO12 3PW

Mrs P Ramsden

Code A

Tel: Code A
Fax: Code A

Dear Mrs Ramsden

I wish to acknowledge your letter dated 6th October 2004 regarding a formal complaint against a bank staff member employed on Collingwood Ward.

I am sorry you have found the member of staff to be rude and unprofessional and your complaint is obviously a very serious matter for us as a service and a Trust. Please be assured that I am actively investigating these two occasions. These enquiries may take some time but I will reply in writing to you with the outcomes.

Please do not hesitate to contact me if you have any other comments or concerns

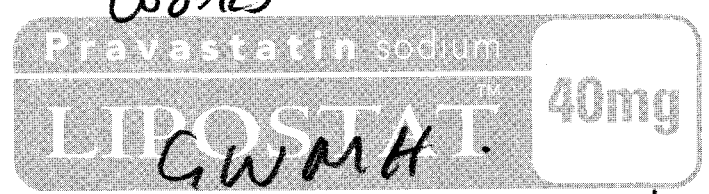
Yours sincerely

Mary Motteram
Clinical Nurse Specialist
GWMH

Cc: Juliette Diamond Senior Clinical Nurse Specialist

*This is the letter sent by M Motteram
re bank nurse Michelle Celebourn who was
working on Collingwood ward*

*SS Water was
works*



one for Val Nicholson.

6 October 2004

Dear Lesley

It is with much regret, that I find the necessity to complain in a formal manor, concerning the rudeness and lack of professionalism of one of your staff, especially as I have been so impressed by the care and compassion shown to me and more importantly my mother (Irene Hoare), by every other member of staff working on the Collingwood Ward.

The first occasion I witnessed Michelle's rudeness, was when it was thought that my mother had broken her hip after a fall at the end of August 2004. An ambulance was called for, during the evening to transport my mother to Queen Alexander Hospital for an x-ray. Sarah was on duty that night, and I believe it was her that rang me, to tell me what was happening. I of course, said I would come straight down to the hospital and would go with my mother to Q.A.

When the ambulance men arrived, one enquired why my mother had mattresses on the floor and not on a bed. To this Michelle replied "hospital policy" with no other explanation. When the ambulance crew asked how she might have broken her hip, they were told by Michelle it was a fall. They tried to find out what type of fall but were told by Michelle a fall is a fall, where I replied that I believed she had fallen to the ground from a standing position, I could not understand her reaction to what seemed reasonable questions.

Once the ambulance crew realised the extent of my mother's condition and what would be needed to lift her up onto the trolley, without causing her any more discomfort than necessary, they produced a winch. The putting on of the harness was taken over by the nursing staff, Michelle being one of them. First of all they had the harness twisted, someone mentioned this to Michelle, so then this was rectified, but they still could not get it right until it was finally noticed the harness was in fact UPSIDE DOWN. Michelle appeared to me to be in charge of the whole operation, but showed lack of training of how to use the winch competently, causing discomfort to my mother because the processes took far too long.

The second occasion was Saturday 2nd October 2004. My husband and I were holidaying abroad in Spain. On Friday my daughter informed me that Clinical Notice was given, and that I should make my way back. We were over 1,200 miles from home. We travelled by road all day Friday, stopping at night around 9.30 pm, after driving almost 600 miles. Saturday we set off early at 8 am for the final day of our journey.

We were getting close to home, and I was originally going to go home first, then ring the hospital to ask of my mother's condition and then hopefully see her for myself, as I was concerned for her and wanted to see her and let her know I was home.

When we reached Fareham, it was getting late and I did not want to waste time going home to Stubbington, so I asked my husband to drive us directly to Gosport.

We reached the hospital around 10.00 pm. late I know for normal visiting, but I felt this was not normal circumstances and knowing that my mother was in a room on her own thought the staff would understand and allow a short visit, just to put my mind at rest.

My husband and I gained access to the ward with the alarm ringing for a short time to alert staff that the door had been opened; we walked down the ward towards the ward office, when we noticed a member of staff walking towards us from one of the rooms to the left opposite the office. We asked if we could speak to the person in charge, to inform them of our wishes to see mum.

Michelle appeared from a room behind us, asking the other member of staff who was it? She was told it was visitors. "Visitors" she said "We do not have visiting at this time of night" to which I replied, I realised that that was normally the case, but I was Irene Hoares' daughter, "I know who you are" she interrupted, before I could explain further. "You have thirty seconds to see her"; she said pointing down the corridor towards my mother's room.

She spoke in such an off hand manor, I put up my hand to stop her continuing her remonstrating and fighting back the tears, I turned to walk out the ward, telling her I would come back on Sunday. Yes she replied angrily, go and come back tomorrow. With that we left.

I could not sleep that night, going over what had been said and how it was said, and over and over again thinking if anything should happen during that night to my mother I would never be able to forgive this awful woman.

The reason I make this complaint is because on two occasions now, I have heard the sharpness of this persons' tongue, both times to people who could defend themselves, but she is caring for people who are vulnerable, if she treats them badly, they may not be as able to complain, and so it will continue.

Yours sincerely

Code A

P S Ramsden.

Code A

Lisa Buckle - Complaints Manager IWL Lead

From: Anita Unsworth - Secretary
Sent: 15 October 2004 12:27
To: Lisa Buckle - Complaints Manager & IWL Lead
Subject: Complaint

Hi Lisa,

Juliet Diamond telephoned. She forwarded a complaint on to you which she thinks is ours. It is a round the houses one which originates from an East Hants Ward based at Gosport War Memorial but against a Port. City Bank Nurse. She just wants to chat it through with you for a couple of minutes. Her number is Code A.

Regards

Anita

Secretary

Improving Health & Quality Directorate

* Portsmouth City PCT Finchdean House Milton Rd Portsmouth PO3 6DP



fax

Code A

Code A

Call returned 15.00
15/10/04

Portsmouth City **NHS**
Teaching Primary Care Trust

Finchdean House
Milton Road
Portsmouth
Hants
PO3 6DP

REF:Ramsden/04/05

Switchboard: 023 9283 8340
Fax: 023 9273 3292
Website: www.portspct.nhs.uk

15 October 2004

Mrs P Ramsden

Code A

Dear Mrs Ramsden

Thank you for your letter which I have received today via Gosport War Memorial Hospital..

As Chief Executive of the Primary Care Trust responsible for providing the bank nursing staff on Collingwood ward I am very concerned to read of the incidents you describe. I will ensure a full investigation is carried out and I will respond to you more fully when the investigation process is completed.

Please find enclosed a leaflet outlining the NHS complaints process. Please note that the responsibility for the second stage of the complaints process has recently changed, and is now handled by the Healthcare Commission. I will send the details of how to contact them with my final response.

Yours sincerely

Code A

Sheila Clark
Chief Executive
Portsmouth City Primary Care Trust

Portsmouth City
Teaching Primary Care Trust



FAX

Finchdean House
Milton Road
Portsmouth
P03 6DP

Tel:
Fax: **Code A**
Direct Line:

To: Gemma Hobby

Fax:

Organisation: AMH

Date: 26-10-04

From: Anita Unsworth

Pages 3

Gemma,
Please ask Janice if she would be
the person to deal with this complaint
Thanks.

Code A

Sec to Lisa Buchle.

| Job | Start Time | Usage | Phone Number or ID | Type | Pages | Mode | Status |
|--|-------------|-------|--------------------|------|-------|-------|-----------|
| 955 | 26/10 15:31 | 1'21" | Code A | Send | 4 / 4 | EC144 | Completed |
| Total 1'21" Pages Sent: 4 Pages Printed: 0 | | | | | | | |

NHS Portsmouth City Teaching Primary Care Trust

Finchden House
Millon Road
Portsmouth
PO3 6DP
Tel: Code A
Fax: Code A
Direct Line: Code A

To: Gamma Hobby
Organization: AMH
From: Anita Unsworth
Date: 26-10-04
Pages: 3

Gamma, please ask Denise if she would be the person to deal with this complaint
Thanks.

Code A

See to disc bundle.

This fax is intended only for the individual or entity to whom it is addressed. If you have received this fax in error, please telephone the above direct dial number immediately and destroy the copy you have received. Thank you for your co-operation.

FAX

Ref: 038/04/05

Mrs P Ramsden

Code A

17 December 2004

Dear Mrs Ramsden

Further to the letter sent by Sheila Clark, Chief Executive Portsmouth City Primary Care Trust I am sorry to inform you that the investigation into the issues you raised has not yet been completed.

The investigation may also be subject to further delay resulting from staff leave over the Christmas period.

Please accept my apologies for this unavoidable delay, the Chief Executive will write to you again as soon as the investigation is completed.

Yours sincerely

Lisa Buckle
Complaints Manager
Portsmouth City Primary Care Trust

Lisa Buckle - Complaints Manager IWL Lead

From: Judy Hillier - Director of Service
Sent: 28 October 2004 14:00
To: Janice Romer - Associate Director AMH; Anita Unsworth - Secretary
Cc: Lisa Buckle - Complaints Manager & IWL Lead
Subject: RE:

Yes that sounds OK with me if Lisa agrees
 Judy

Judy Hillier
 Director of Service
 Portsmouth City PCT
 St James Hospital
 Locksway Road
 Milton
 Portsmouth
 PO4 8LD

Code A

-----Original Message-----

From: Janice Romer - Associate Director AMH
Sent: 28 October 2004 12:16
To: Anita Unsworth - Secretary; Judy Hillier - Director of Service
Cc: Lisa Buckle - Complaints Manager & IWL Lead
Subject: FW:

You faxed this complaint to me this week. It is complicated as it is from a relative under the care of East Hants PCT but about a bank member of staff employed by Portsmouth PCT She works only for this service though. East Hants have sent a holding letter and will appoint an investigating officer. If we send another letter it will really confuse the relative so my suggestion is that the response to the complaint comes from Ian cc to Sheila and we undertake any recs in relation to the bank worker if appropriate. Judy do you think this is in order?

-----Original Message-----

From: Maggie Vilkas - Operational Manager
Sent: 28 October 2004 11:56
To: Janice Romer - Associate Director AMH
Subject:

Hi Janice . No need to do a letter re the Bank nurse complaint as the Mary Motteram letter was sent . Juliette will get the investigation report to us as soon as completed . Also saw Mikehe eventually was happy with line managing the post . Nigel now aware . Not sure that he's that happy but thats manageable . I'm seeing Nigel later today re the Job description and advertising . For some reason he was perplexed when I said it should go through the Social Services route . Keep you posted !!!! Maggie