

GWMH INFORMATION LINE ANALYSIS

NAME	MEDICAL RECORDS FORM	FORMAL COMPLAINT	HANTS CONSTABULARY	ACTION GROUP	OTHER
GB			YES		
PB			YES		
AC			YES		
JC + EM			YES		
MRS D	YES				
MRS E			YES		
GE	YES		YES		
MRS G	YES				
BG	YES				
DH	YES				
LH	YES		YES		
TJ	YES			YES	
LL			YES		
MRS M			YES		
MRS M + MRS T	YES	YES	YES	YES	
MR E S + JB				YES	
RT	YES	YES	YES	YES	
AT				YES	
MRS W			YES		
Mr BK					Baker Inquiry
MR N					Dr to go through illness
TOTALS	9	2	12	5	

Hampshire and Isle of Wight
Health Authority



Oakley Road
Southampton
SO16 4GX

Facsimile Cover Sheet

Tel: 023 8072 5444
Fax: 023 8072 5405

To: Code A Fax No: 01329 234984
From: Code A Date: 23rd October 2002
Subject: The e-mailed spreadsheet Pages: 5 (including this one)

Dear Code A:

Please find attached the spreadsheet that Mary e-mailed to you earlier. We have managed to sort out printing problems now, but I wouldn't advice you print yours from e-mail.

Also, just a few specific cases to ask you about. You sent an e-mail to Mary dated 20th September. You mentioned a Code A who would like to see her mother's medical records. The Business Manager has told her that the request will be dealt with – have the Data Request forms been sent, or is this still to be done? (I didn't want to phone her without knowing the story). And also...

Code A has been in touch with us via the helpline. He has already been in contact with the police and has requested medical records of his wife Jean Irene Steven (D.O.B. Code A). He requested the notes four weeks ago – at the time I spoke to him, I didn't realise there was a 40 day limit as to when we are obliged to make the notes available. Is there any way you could find out (or tell me how to find out) how much longer he will have to wait, as I said I would get back to him.

Could you get back to me – via Mary's e-mail will be fine if this is easiest for you.

Best regards,

Code A

Code A

Chair: Peter Bingham
Chief Executive: Gareth Cruddace

23/10 02 16:17 TEL 02380725587

GOSPORT WAS MEMORIAL HOSPITAL
INFORMATION LINE RESPONDENTS REQUESTS

- OPTION 1. REQUEST TO VIEW RELATIVE'S MEDICAL RECORDS**
OPTION 2. WISH TO MAKE A FORMAL COMPLAINT
OPTION 3. PASS DETAILS TO HANTS. CONSTABULARY
OPTION 4. WISH NAME TO BE PASSED TO THE ACTION GROUP

NAME	OPTION 1	OPTION 2	OPTION 3	OPTION 4	Contacted date	Comments
Code A					17/10/02	The daughter of E Stevens – she is happy for us to contact her father and let him deal with this
Code A					3/10/02	Fact sheet Does not wish to take any further action at moment. In future consequences of courses of action should be explained to patients and families
Code A					22/10/02	Spoke to son – Code A is on holiday until early Nov – send factsheet
Code A			✓		20/09/02	
Code A			✓		17/10/02	
Code A	She was concerned about the treatment her sister received whilst staying in the GWMH mid-November 2001. Her sister is still alive and the rest of the family do not want to take this matter further					
Code A			✓		27/09/02	Fact Sheet
Code A	✓ 25/10				4/10/02	Fact Sheet
Code A					4/10/02	Fact Sheet
Code A						Unable to contact – send Fact Sheet

Code A			✓		25/09/02	
Code A	✓					
Code A			✓		16/10/02	Fact Sheet
Code A					24/09/01	Fact Sheet & form to request med records
Code A					24/09/02	Would like enquiry to check medical records
Code A	✓		✓		16/10/02	Forms to request med records
Code A					27/09/02	No further actions
Code A					24/09/02	Fact Sheet and Med records form
Code A	✓					Send fact sheet
Code A					17/10/02	Pls keep up-to-date with the changes tot the helpline - a very angry surgery employcc as they were not given the helpline number
Code A	✓		✓		21/09/02	
Code A					16/10/02	Fact Sheet
Code A					20/09/02	Requested Fact Sheet and form to request med records
Code A						Unable to contact - Fact Sheet
Code A						Unable to contact - send fact sheet
Code A	✓			✓	16/10/02	Fact Sheet and form to request med records
Code A			✓		20/09/02	Fact Sheet
Code A					20/09/02	Fact Sheet

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Code A						
Code A					16/10/02	Fact Sheet
Code A			✓		24/09/02	Fact Sheet and form to request med records
Code A						Unable to contact - end Fact Sheet
Code A					20/09/02	Fact Sheet
Code A			✓		25/09/02	Worried about both parents - see [Code A] [Code A] notes for details (who is [Code A] brother)
Code A	✓	✓	✓	✓	27/09/02	See Mrs [Code A]
Code A	No further action at this time, but send Fact Sheet & [Code A] would like to be in contact with a GP who can explain what happened at the time of his mother's death and during the weeks previous when she was in GWMH and Cornelia House Nursing Home (see notes) - From telephone conversation 17/10/02					
Code A						Send Fact Sheet
Code A					7/10/02	Fact Sheet
Code A				✓	2/10/02	Police have already contacted him - he has requested med notes but would like some help going through them
Code A ^a	✓ ^{24/10}				17/10/02	Fact Sheet
Code A	✓	✓	✓	✓	21/09/02	
Code A			✓		27/09/02	[Code A] [Code A] are the daughter and granddaughter of the deceased
Code A ^{ll}				✓	21/09/02	
Code A						Unable to contact - send fact sheet

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Code A					9/10/02	Fact Sheet
Code A			✓		20/09/02	Fact Sheet

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Code A

Code A

Thursday. free all day.

