

Lesley Humphrey

Jane Barton

LH/YJM

24th January, 1999

### **Gladys Richards deceased**

Thank you for sending me a copy of the letter you received from the Medical Defence Union - enclosed as requested are copies of the following documents:

- Mrs. Lack's letter of complaint
- Our initial acknowledgement
- Report of our investigation
- Our letter of response to complaint, 22nd September, 1998 (eventually also sent to Mrs. McKenzie)

Following our letter of 22nd September, 1998 the offer of a meeting was accepted and a date arranged. The Mrs. McKenzie postponed because she could not make set date and she volunteered (on 30th September, 1998) to arrange a new date with her sister, Mrs. Lack. This was the last we heard until the police phoned me. In other words, they never completed the complaints procedure.

We've had nothing in writing from the police. Code A explained to me that he was doing a very low key review to check/confirm that criminal proceedings were NOT applicable or necessary. He was seeking information to support his view that the issue was clinical judgement in terminal care rather than a criminal act.

Also enclosed is a copy of our letter to him which accompanied Dr. Lord's report. I'll be checking what's happening with him in the near future.