

Portsmouth HealthCare NHS Trust  
MEMORANDUM

From

Barbara Robinson

BFR/svn



To

Dr Lord

Bill Hooper  
Nicky Pendleton  
Dr Jane Barton  
Lesley Humphrey ✓

31 December 1998

**Re; The Late Gladys Richards**

Althea, I have discussed your points with Bill Hooper and he has asked me to reply to your letter to Lesley Humphrey. The following is our response to your two comments:-

**1 "Review agreed "policy" of medical consultant team not to transfer patients to A & E, Haslar outside of working hours."**

As you quite rightly say there is no written policy to this effect. The use of the word "policy" was an unfortunate way of putting it. As you will know there is an unwritten agreement between Dr Barton and the staff that each patient is assessed as to whether it is in their best interests to be transferred to Haslar particularly if their prognosis is very poor.

On this particular occasion no doubt it would have been in Mrs Richards' best interests to have been transferred immediately and we agree that S/N Brewer should have insisted upon it.

Thank you for the clear instructions you have sent to the wards.

**2 Complaints Procedure**

It is our policy to send the appropriate consultant a copy of any complaint as soon as it is received. The Trust procedure is then followed and if the response includes any statements from medical staff they are shown the letter before it is sent out from Max Millett.

Please accept our sincere apologies for omitting to send you a copy of the original complaint in August '98. There is no explanation for the procedure failing on that occasion and we are really sorry that this has caused you to be unaware of what has turned out to be a serious complaint.

Please do not hesitate to contact me if you wish to discuss any of the above more fully or if you would like to talk about the policies and procedures at Gosport War Memorial which should be similar to those in the Dept of Elderly Medicine.