

ComPham
 Portsmouth Health Care NHS Trust

Received
 21 JAN 1999

General Manager, Fareham / Gosport

CONFIDENTIAL

MM/LH/YJM

Detective Constable Madeson,
 Gosport Police Station,
 South Street,
 GOSPORT. PO12 1ES

19th January, 1999

4378

Dear Detective Constable Madeson,

Mrs. Gladys Richards (deceased)

Further to your telephone conversation with Mrs. Lesley Humphrey, Quality Manager, please find enclosed a written report from Dr. A. Lord, Consultant Geriatrician, explaining the care provided to Mrs. Richards prior to her death. You will see from Dr. Lord's report that the use of a syringe-driver was discussed with Mrs. Richards' daughters, **Code A** and **Code A**. The administration of intravenous fluids was not raised by either daughter prior to Mrs. Richards' death, or in the subsequent formal complaint. The care provided was appropriate for Mrs. Richards' needs.

Strictly speaking the complaint was never formally concluded. Our offer to meet with both daughters to discuss their concerns was accepted and arrangements were made for this to take place on 29th October, 1998. **Code A** then advised us that this date was not convenient and volunteered to agree a suitable date with her sister and inform us accordingly. This action was agreed on 30th September, 1998; we heard nothing further until your call to Mrs. Humphrey on 11th December, 1998.

I hope these details help with your investigation. Please contact Mrs. Humphrey if we can be of any further assistance.

Yours sincerely,

Max Millett
 Chief Executive

Silent copy to: Mrs. N. Pendleton (to share with Dr. A. Lord), Dr. J. Barton, and **Mr. W. Hooper**

cc B. Robinson info. **B/MH**