

Portsmouth Health Care NHS Trust

Received

29 NOV 2000

General Manager, Fareham / Gosport

CONFIDENTIAL

Detective Chief Inspector R. J. Burt  
Hampshire Constabulary,  
Major Incident Complex,  
Kingston Crescent,  
PORTSMOUTH.  
PO2 8BU

MM/LH/YJM

HQ/CID/SE/DCI/2000

27 November 2000

4378

Dear Detective Chief Inspector Burt,

I am writing to confirm receipt of your letters dated 10th and 20th November, 2000. I am aware that you spoke on the telephone with Mrs. Lesley Humphrey, Quality Manager, on 22nd November, 2000 about the issue of destruction/retention of health records.

As Mrs. Humphrey explained, our Trust provides many services. Mrs. Humphrey agreed with you that, for the purpose of your inquiries, your requests about retention of health records will apply only to the Community Hospitals (Gosport War Memorial, St. Christopher's (Fareham), Havant War Memorial, Victoria Cottage (Emsworth) and Petersfield) and to our Elderly Medicine services at Queen Alexandra and St. Mary's Hospitals in Portsmouth.

You ask for confirmation of the action taken in response to your letters:

- 14.11.00 - Your first letter was received.
- 15.11.00 - General Managers for Fareham/Gosport and Elderly Medicine notified of your request about retention of medical/health records by e-mail.
- 21.11.00 - Your second letter was received.
- 22.11.00 - Mrs. Humphrey's telephone conversation with you.
- 23.11.00 - Portsmouth HealthCare Trust's General Managers for all Community Hospitals and Elderly Medicine notified of your extended request about retention of records (death registers, etc.) by e-mail.
- 23.11.00 - Portsmouth Hospitals Trust's Pharmacy Manager notified of your request by e-mail.
- 24.11.00 - Instructions to Portsmouth HealthCare Trust's General Managers confirmed in letter from Mrs. Humphrey.
- 24.11.00 - Notification of your request regarding pharmacy records confirmed by letter from Mrs. Humphrey to Pharmacy Manager.

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In summary, all Portsmouth HealthCare Trust's wards in the Community Hospitals and in the Department of Elderly Medicine at Queen Alexandra and St. Mary's Hospitals have been asked to retain all the types of records mentioned in your letters to me.

All Portsmouth HealthCare Trust's Community Hospital's records departments have been instructed to stop destruction or micro-filming of health records or x-rays.

The Elderly Medicine (Queen Alexandra and St. Mary's Hospitals) health records and x-rays are managed through the associated Portsmouth Hospitals Trust department. The health records (medical, nursing, etc.) are micro-filmed three years after the patient's death and the originals destroyed. A full paper copy can be replicated from the micro-film. The Portsmouth Hospitals Trust's Medical Records Manager has stated that lack of storage space means that she cannot halt the micro-filming process. The Portsmouth Hospitals Trust's X-ray Department (Queen Alexandra and St. Mary's Hospitals) destroys all x-rays after five years.

The Pharmacy service is provided by Portsmouth Hospitals Trust and your request forwarded accordingly.

Given that your enquiries relate to Gosport War Memorial Hospital, I will assume that you are happy with these arrangements unless notified otherwise.

Should you wish to request that micro-filming or destruction of records managed by Portsmouth Hospitals Trust are halted, it may be preferable for you to write to them directly given that these departments are not under the control of this Trust.

Please contact Mrs. Humphrey if you need further clarification.

Yours sincerely,

**Code A**

Max Millett  
Chief Executive

Copy to: Mr. W. Hooper, General Manager, Elderly Medicine  
Mrs. F. Cameron, General Manager, Fareham/Gosport  
Mr. N. Stubbs, General Manager, Havant/Petersfield  
Mr. J. Watling, Pharmacy Service Manager, Portsmouth Hospitals Trust



# H A M P S H I R E      C o n s t a b u l a r y

Paul R. Kernaghan QPM LL.B MA DPM MCIPD  
Chief Constable

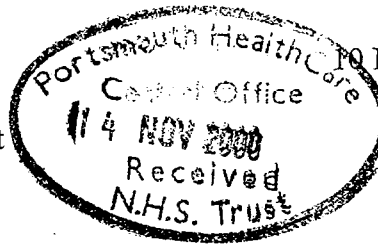
Major Incident Complex  
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Portsmouth  
Hampshire  
PO2 8BU

Our Ref. HQ/CID/SE/DCI/2000

Your Ref. MM/YJM

Tel. 0845 045 45 45  
Direct Dial  
Fax. 023 92891504

The Chief Executive  
Portsmouth Healthcare NHS Trust  
Central Office  
St James' Hospital  
Locksway Road  
PORTSMOUTH  
Hampshire  
PO4 8LD



Dear Mr Millett

**Re: Mrs Gladys RICHARDS**

Thank you for your letter of the 6<sup>th</sup> November 2000. I understand the reason for the delay. This is an important issue which touches the feelings, and interests, of numerous individuals and potentially, many others. For this reason it is the intention of the Hampshire Constabulary to progress the matter speedily, sensitively and correctly.

In view of the fact that it may become necessary to seek access to the Medical/Health Records of persons who have died whilst being treated at the Gosport War Memorial Hospital and, perhaps, other hospitals and places of care for which the Portsmouth Healthcare NHS Trust may have a responsibility. May I ask that any file destruction policies and process be suspended until our investigation is complete.

I believe that this action would not only satisfy the immediate possible requirements of the Criminal Procedure and Investigations Act 1996 but would also underline the fact that the Trust is co-operating with the Hampshire Constabulary in order to resolve this issue.

I am grateful for the support and assistance which we have thus far received. I will keep you updated as regards the progress made.

Yours faithfully

**Code A**

R J BURT  
Detective Chief Inspector



# H A M P S H I R E C o n s t a b u l a r y

Paul R. Kernaghan QPM LL.B MA DPM MIPD  
Chief Constable

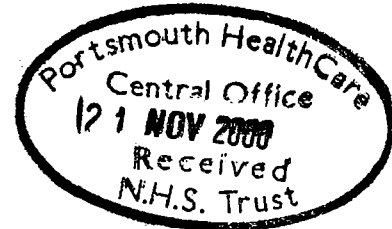
Major Crime Complex  
Fratton Police Station  
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Our Ref . HQ/CID/DCI/SE/2000

Your Ref .

Tel . 0845 045 45 45  
684-220  
Fax . 023 92891884  
20/11/00

The Chief Executive  
Portsmouth Healthcare NHS Trust  
Central Office,  
St James Hospital,  
Locksway Road, PORTSMOUTH,  
Hampshire PO4 8LD



Dear Mr Millett,

**Re: Mrs Gladys RICHARDS**

Further to my letter of the 10<sup>th</sup> November 2000. I thought it might be helpful if I clarified my request for you to ensure that all medical / health records, of persons who have died whilst being treated at the War Memorial Hospital (Gosport), and other hospitals and places of care for which the Trust has a responsibility, are retained pending the outcome of the police investigation into the death of Mrs Gladys Richards. Such material should include death registers, discharge books, pharmacy records, ward registers, x ray files and controlled drugs registers for each ward or place of treatment.

I would be grateful if you would acknowledge receipt of this and my earlier request and, subject of course to your views, confirm how you have responded to it. In order to avoid any future problems, which may arise, it would also be helpful for me to know the date when instructions were / are given to the Trust's staff to suspend routine file / record destruction policies / procedures.

Yours faithfully,

**Code A**

R.J. Burt  
Detective Chief Inspector