

Detective Chief Inspector R. Burt,  
Major Crime Complex,  
Fratton Police Station,  
Kingston Crescent,  
North End,  
PORTSMOUTH. PO2 8BU

LH/YJM

24th November, 1999

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Dear Detective Chief Inspector Burt,

**Mrs. Gladys Mabel Richards (deceased)**

Further to our recent meeting and telephone conversation I am writing to confirm that I have possession of Mrs. Richards' X-rays and that I am happy to make arrangements to allow access to these documents as required for your investigation. These, and Mrs. Richards' original health records, will be kept securely in my office until your investigation is concluded and the actions known.

Enclosed is a summary of our investigation into the original complaint made by [Code A]. Our investigation was carried out by Mrs. Sue Hutchins (Acting Service Manager at the time). Mrs. Hutchins has given her permission for this document to be shared with you.

The original complaint was raised by [Code A], not [Code A] although she did latterly become involved. Mrs. Hutchins' investigation and report was based around the specific questions asked by [Code A], as was Mr. Millett's response sent to [Code A] on 22nd September, 1998 and subsequently, with her agreement, to [Code A]. I think you already have a copy of this letter but I have also enclosed a copy here just in case. To complete the picture I have also enclosed a copy of [Code A] original statement of her complaint. (As she has given permission for police access to the related records and is assisting with your enquiries, I am assuming that [Code A] will be happy for me to share this information with you.)

You will see from these documents that the giving of fluids to Mrs. Richards towards the end of her life, when she was receiving analgesia via a syringe driver, was not raised during the complaint. The second paragraph on the last page of [Code A] statement of complaint says that "the outcome of the use of a syringe driver was explained to us fully. We agreed."

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The complaints procedure was never satisfactorily concluded. **Code A** and **Code A** accepted our offer of a meeting to discuss their concerns in detail, and this was arranged for 29th September, 1998. In a telephone conversation with me, on 28th September, 1998, **Code A** cancelled this arrangement as she was not free and said she would speak to her sister about another date and then telephone us. We heard nothing more from either of them. The next we heard was a telephone call from Detective Constable Madeson to me on 11th October, 1998.

I hope this helps with your investigation. As agreed by telephone we are next due to meet on Thursday, 2nd December, 1999 at 2 p.m. in my office. I look forward to seeing you then.

Yours sincerely,

Lesley Humphrey  
Quality Manager

Silent copy to: **Mr. W. Hooper**  
Mrs. S. Hutchins