

Fiona Cameron - Operational Director

From:
Sent: 28 August 2002 09:18
To: Ian Reid
Subject: COMPLAINTS AT GWMH

The attached are the names of the complainants followed by the patients name of the 10 complaints identified in the CHI report.

We have never received complaints from

Mr I Wilson

Mr B Page

Code A

Mrs R Carby

However we now have 1 from Code A but it is not 1 of the 10 referred to in the CHI report.

I have copies of all the complaints if you need more info. With the exception of the Code A complaint they are all resolved to the best of my knowledge.

Code A requested a copy of the CHI report and whilst on the tele to me said she had been happy with the way her complaint was resolved. The Windsor's also seemed happy after Dr Knapman had apologised to them.



10 complaints.doc

FIONA

The 10 referred to are

Farthing re Cunningham	Oct. 1998	Dryad	*
Wilson re Purnell	Nov. 1998	Dryad	*
Lack/Mckenzie re Richards	Aug. 1998	Daedalus	*
Reeves re Devine	Jan. 2000	Dryad	*
Ripley re Ripley	Jul. 2000	Sultan	communication with relatives/management of pain
Code A	Jun. 2000	Dryad	management of pressure areas/pain relief/use of morphine/lack of info and involvement in care/nutrition and fluid intake
Code A Hall	May. 2001	Sultan	Nurses dress code and attitudes of staff
Slaymaker re Saffin	Dec. 1999	Daedalus	Management of leg ulcers
Windsor re Windsor	Aug 2000	Sultan	Delay in transfer/management of food and fluids and communication with family. Family met with Dr Knapman and me.
Code A	Dec. 2001	Dolphin DH	Management of venflon site. IRP request turned down, for external review of med notes by Graham Dewhurst. Family have already met Mike Bacon and me.

* On GMC list