

Portsmouth HealthCare NHS Trust
MEMORANDUM

From
Operational Director

Ref
IP/db

To
Trust Board

cc
Fiona Cameron
David Barker
Lorna Green
Health Authority
Regional Office

04 April 2001

CONFIDENTIAL

Anticipated Further Media Attention

Following the recent media coverage regarding patient GR at Gosport War Memorial Hospital, as anticipated, another complainant, [Code A] has contacted the Evening News.

The Evening News plan to run a story based on [Code A] experience on Thursday April 5 2001.

[Code A] complained to the Trust about the care provided to his relative, Mrs P, who died at Gosport War Memorial Hospital in 1998. The complaint was investigated internally but [Code A] [Code A] was unhappy with the investigation and referred his complaint to the Health Service Ombudsman. In his recent report, the Ombudsman concludes that *"I have not found evidence of unsatisfactory medical or nursing care and I am satisfied that Mrs P was not given excessive doses of morphine. I do not uphold the complaint"*.

The only criticism of the Trust made by the Ombudsman was for an error relating to the microfilming of some nursing records, for example fluid charts. This was identified and acknowledged by the Trust during the initial investigation and an apology given to [Code A]. The Trust has amended its microfilming policy following this complaint.

It appears that [Code A] will go to Gosport Police Station on Thursday morning and request the Police investigate his complaint as another unlawful killing.

The Trust's response to the Evening News has been:

1. To acknowledge that [Code A] complaint has been investigated by the Trust and the Ombudsman.
2. The Trust has co-operated fully with the Ombudsman's investigation.
3. The Ombudsman has **not** upheld [Code A] complaint.
4. The Trust identified and apologised to [Code A] for the error in microfilming medical records.

continued / page 2

5. The vast majority of the medical records were available for the Ombudsman to examine.
6. The Ombudsman's report makes clear that "*although incomplete, the records provide evidence of nurses having systematically assessed Mrs P's needs, formulated a care plan and delivered that care*".
7. The Trust has amended its microfilming policy following this complaint.
8. If the Police wish to pursue an investigation into **Code A** allegations, the Trust will co-operate fully with them.

For your information, please find enclosed a copy of the Health Service Ombudsman's Report into **Code A** complaint. Sections 24 to 28 summarise the Ombudsman's findings.

Code A