

	Edna Purnell - 91 years	Gladys Richards - 91 years
Date of Admission	11 November 1998 - from Haslar	11 August 1998 - from Haslar
Date of Death	3 December 1998	21 August 1998
Ward	Dryad	Daedelus
Consultant	Dr Lord; (Dr Reid also reviewed care on 17/11/98 as son unhappy)	Dr Lord (but she was away at the time and did not see Mrs Richards)
Clinical Assistant	Dr Brook - 11/11 to 17/11 (Dr Barton on A/L) Dr Barton 17/11 to 3/12	Dr Barton, and GP partners for cover
Key Nursing Staff	Sister Gill Hamblin Senior Staff Nurse Hallam	Charge Nurse Philip Beed Staff Nurse Brewer Staff Nurse Couchman
Complaint Review/Investigation	<p>1) Dr Reid reviewed care - 17/11, as son unhappy</p> <p>2) Dr Lord; SSN Hallam; B Robinson responded to formal complaint</p> <p>3) Dr Reid and Mr Hooper met with Code A - 3/2/1999</p> <p>4) Dr Reid review of medical notes - March 1999</p> <p>5) Review by external second opinion consultant - 28/9/1999</p> <p>6) Requested Independent Review - 20/11/1999, refused because Code A said he was</p>	<p>1) Investigation by Sue Hutchins (B Robinson on holiday)</p> <p>2) Investigation by Police December 1998</p> <p>3) Current police investigation</p>

	taking the matter to the police 7) Ombudsman review 01/02	
Medical Condition	Fractured neck of femur - operation at Haslar Poor post-operative recovery Moderate dementia Admitted for a trial of slow rehabilitation	Fractured neck of femur - operation at Haslar Fall at GWMH - dislocated hip, further operation at Haslar. Slow recovery from second anaesthetic Dementia Admitted for a trial of slow rehabilitation
Complaint Themes	Pain Relief - use of sedation Deterioration after transfer from Haslar Hydration & mobility "helped on her way"	Fall & subsequent action Condition on second transfer from Haslar Pain and pain relief Decision about conservative treatment, rather than transfer back to Haslar (charge of unlawful killing raised with police, not PHCT)
Meetings with complainants	Dr Reid and Bill Hooper met Code A + CHC on 3/2/99	Offered but not taken up
Health Records	Microfilmed and originals destroyed on 15 April 1999 (in error). Returned to GWMH by Dr Reid, after review. As marked "deceased" erroneously placed in pile for micro filming. All medical and nursing notes were micro filmed, including drug chart. Records routinely destroyed (then): blank sheets; temperature charts; fluid charts; infusion	Originals with the police Copies held by PHCT

	charts; observations charts e.g. weight.	
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