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**RECORD OF INTERVIEW**

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(SDN, ROTI, Contemporaneous Notes, Full Transcript)

Person interviewed: MACKENZIE, GILLIAN

Place of interview: Code A

Date of interview: 17/11/1999

Time commenced: 1145

Time concluded: 1227

Duration of interview:

42 MINS

Tape reference nos.  
(♦) W/MRS G  
MACKENZIE

Interviewing Officer(s):

DCI Ray BURT

Other persons present:

Police Exhibit No:

Number of Pages:

Signature of interviewing officer producing exhibit

Tape  
counter  
times(♦)

Person  
speaking

Text

0.24 BURT

The purpose of my visit today is to enable Mrs MACKENZIE to make a recording of some information that she has, to do with a case, that will ultimately be used to prepare a witness statement in a case that I am dealing with and now I would introduce Mrs MACKENZIE

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who... and that's the next voice you'll be hearing.

MACKENZIE

Gillian MACKENZIE, Code ACode A date of birth Code A I

am the elder daughter of the late Mrs Gladys RICHARDS and sister of Leslie LACK who lives at Gosport. Since my father's death, in 1974, my mother has either lived in close proximity to my sister or in nursing homes which my sister has been managing. The last nursing home, when she was transferred to Lee-on-Solent, but I was unaware of that at the time, and my sister was working in another nursing home elsewhere. During the time my (mother) sister has been at the 'Glen Heathers' Nursing Home, in Lee-on-Solent, I have, on occasions, been to visit her and certainly during the last six months of her life there were certain things, as far as care was concerned in the nursing home at Lee-on-Solent, which I was not very happy with and I made various complaints. In particular during the last six months of her life when she was on tranquillisers about which I knew nothing at the time but on one occasion I went down there and she had a very bad cough and when I asked the nursing staff why she wasn't being given antibiotics, I was told then it was because she

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was on other drugs. I was very concerned and I made it my business to go and see the GP and questioned him on the choice of his drugs which in my opinion were contradictory to each other, one being a neuroleptic drug and the other one being, I think, a tricyclic drug and as a result of that interview I sent him a copy of a book called 'Toxic Psychiatry' because I don't think, at least I was of the opinion, he really didn't know very much about the side effects of those two drugs. I would submit that those two drugs added greatly to the symptoms of her so called dementia. I received a telephone call on the 30<sup>th</sup> of July 1998 from my niece Mrs Karen REED, early in the morning, informing me that my mother was in the Haslar hospital and was about to go into the operating theatre and she thought I had a right to know this. The gist of the message was that she'd had a fall and was being operated on for a broken hip. I immediately went by car from Eastbourne down to Haslar hospital and arrived there shortly before she was brought from the operating theatre back onto the ward. During the time she was at Haslar I stayed with her during that period apart from two days when I had a break to come home to Eastbourne and then returned to Haslar and came home again

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just before she was transferred to the Cottage War Memorial Hospital at Gosport. I had, with my sister Mrs Lack, been to the Gosport War Memorial Hospital to see the premises and the facilities before she was transferred and was in agreement that she should be transferred there. I have absolutely no criticism whatsoever of the Royal Hospital Haslar. They were, in my opinion, very professional in the handling of my mother's case both medically and as far as the nursing was concerned and also to my sister and I in psychological support being perfectly open, answering questions fully and volunteering information. We were well aware of the situation my mother was in and the possibility that she may not survive the operation and we were delighted with her progress. We discussed with, I think it was a Dr REED, what would happen when she was to be discharged because neither my sister and I were happy at the thought of her going back to the nursing home and it was decided that she would be sent to the Gosport War Memorial Hospital for rehabilitation so that she could, because she was then using a zimmer, and for about four weeks and a decision would then be made as to where she would be transferred after that and I think another hospital was

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mentioned, I don't know, it was the Queen Alexandra or something like that where she would receive care there. During, by the end of her stay at Haslar she was certainly far more alert than she had been in the nursing home and they had cancelled the trizodone drug that they had been giving her at the nursing home and she seemed far happier, more alert, certainly could recognise me also my sister and on occasions could speak coherently, not very long sentences but could speak coherently. She was eating well, looking far better than she had done for months. I came home to Eastbourne just before she was transferred to the War Memorial Hospital and my sister rang me and said that she's settled in but within a couple of days I had a phone call late at night from my sister who was very distressed to tell me that my mother had had a fall at Gosport War Memorial Hospital and was going to be x-rayed the next morning and possibly transferred to Haslar. I got in the car early next morning and went to the Gosport War Memorial to find that my mother had in fact been transferred to Haslar and I then went on to Haslar. I understand that she had hip manipulated back into place, the new hip that she'd had before and she was kept in Haslar for two or three

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days and then was to be transferred back to the Cottage Hospital. During that two or three days she made a good recovery was quite alert again it was mentioned to me but I can't remember who by that she was dehydrated when she came back from the Gosport War Memorial Hospital and that is not surprising in view of the fact that at Gosport she had been tranquillised again. The arrangement was that my sister and I would be at the Gosport War Memorial Hospital, when she was transferred, to meet her when she arrived there and in fact we were about quarter of an hour late. We'd first of all gone there about half past ten to be told that my mother would be there at twelve o'clock and we arrived about quarter past twelve. As we went through the doors of the ward we could immediately hear my mother moaning. I am a lay person but I would say she was moaning in pain. We went into her room which I think was room 3 to find a care assistant or someone of that category attempting to feed her with lunch and her first words to us were, "Well thank goodness you've come because she won't eat what I'm trying to make her eat and maybe you'll have more success". I'm not surprised, if my mother had been fit that she didn't want to eat it, it was an

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absolute mush whereas she's been eating vegetables in there normal state etc in the Haslar hospital. I said well I'm not surprised that she's not eating because she's obviously in pain and my sister was with me. The care assistant said, " Well no it's not, it's dementia". and I said it's obviously pain and go and get a qualified nurse. I pulled back the sheet and could see from the way she was lying, which was in a very awkward position, she was lying with weight onto the new hip and I said to my sister it looks to me as though she's been rolled off the stretcher onto the bed. The bed was beside a wall and they would have had to have moved the bed out to put her from the stretcher onto the bed. With that a nurse, a qualified nurse, came in whom I believe was called Margaret. I can't recall her surname at the moment and by this time I had covered my mother up and she came in and my sister said to her she's obviously in pain and pulled back the sheet and the nurse then, with the aid of my sister, straightened my mother out so her leg was straight and she was in the correct position, my sister saying to her she should have a cushion between her legs. There is a discrepancy here, which I will refer to later, as per the notes from the Gosport War Memorial

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Hospital. I think I've overstepped the mark here and gone ahead of myself.

12.15 BURT No don't worry at all just recap  
MACKENZIE I shan't know until I hear the tape back again whether I have got out of sequence...

BURT ...No  
MACKENZIE Anyway this was, I'm not quite sure what I've done now

BURT No  
MACKENZIE The...

BURT This is simply by way of a conversation and...  
MACKENZIE ...If I've rushed ahead of myself, I'll probably start something..

BURT ...Don't worry, no, no not at all  
MACKENZIE Because I don't think I've put in the second time she went to Haslar, that's what I've missed out.

BURT Right, that's Okay let's talk about that then shall we

MACKENZIE About that next

BURT Yes, yes  
MACKENZIE Okay, well - After my mother was transferred to Gosport for the first time, my sister had rung up, within a few days saying that she was going to be transferred back to Haslar again because of the fall and as I say we had four days or so back at Haslar and then with this business of coming through the ward and hearing her

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moan. So maybe I am in sequence after all. Any way the nurse straightened my mother out and we said obviously she's in great pain what has happened and the nurse sort of really made no comment and from then on we had a great deal of attention given to us by the nurse manager who was called Philip REED. He acknowledged that my mother was in pain and something should be done and gave her an injection I believe to ease the pain and we were asking if a Doctor could come and see her and whether she should have x-rays, and the nurse Philip did everything possible then. He got forms signed for my mother to have an x-ray. and I think I'm making a pigs breakfast out of this.

BURT

No, no don't worry, don't worry

14.25 MACKENZIE

And eventually an x-ray was arranged when on the first occasion he went to the x-ray department and they wouldn't accept his papers. It had to be signed by a doctor and the doctor was coming in about half past three. The doctor then came in, a Doctor BARTON, examined my mother and agreed that she should be x-rayed and I and my sister went down to the x-ray department with my mother who was moaning still although she'd had pain killers. We got to the x-ray department but

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they wouldn't allow my sister in with my mother and we could hear her moaning through the doors all the time she was having the x-ray taken. When she came out of the x-ray department my sister and I asked what had been seen on the x-ray and my sister asked specifically if she could see the x-ray and we were told no we couldn't. There's a discrepancy here, later on, in the report from Portsmouth Health Authority. My mother was then taken back to the ward, to her room, and my sister had in the meantime been making enquiries at Haslar as to whether my sister could be, my mother, could be transferred back. I'm not quite sure where my sister went but I was sitting with my mother when Philip came in and said you'll be reassured to know that your mother has not dislocated her hip again. He later, after my sister came back, he came in and said , "I'm going to make her easy, make her life easier, and give her an injection of Diamorphine. I immediately reacted and said, "No, you're not giving her Diamorphine. Are we talking about a case of euthanasia here because I warn you I will not tolerate euthanasia". A few moments later I saw Doctor BARTON pass by my mothers room and my sister and I went out into the corridor to

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speak to her. My sister told Doctor BARTON that she had spoken to Haslar and they were quite happy to have her sent back and Doctor BARTON then said she thought my mother had had quite enough trauma for that day and she wouldn't, she didn't think it was right to send her back to Haslar then but they would keep her pain free overnight and a decision and review would be made in the morning and that we should come early in the morning when that review was going to be made. We arrived back on Tuesday morning and was seen by Philip who took us into his office. He told us that nothing could be done for my mother. That she had a massive haemetoma and the only treatment that could be done was to put her on a syringe driver with Diamorphine so that she would have a pain free, free death. Certainly the impression given to me was that my mother was liable to die possibly within the next 24 hours. I was aware of the implications of a syringe driver and so was my sister. We had both agreed that a syringe driver could be used. We later went into my mother's room when Philip came in and set up the syringe driver with the Diamorphine. My sister was greatly distressed at this because my mother would not regain consciousness or see us or we wouldn't

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have a chance to speak to her. Although I am aware that hearing is the last thing to go and I certainly spoke to her myself. A bit later on in the morning about half past eleven by which time my niece had arrived, Rebecca with her baby, Doctor BARTON came to the doorway of the room and said, "Presumably things have been explained to you about the syringe driver", and we both said, "Yes", and she said well of course the next thing for you to expect is a chest infection and we said, "Yes, we realise that". I have seen people die previously and know that pneumonia or a chest infection or a 'dead man's rattle' as a death approaches is a normal thing, or can be a normal thing. That was the only conversation we had with Doctor BARTON. There was no mention whatsoever of surgery or intervention by surgery to relieve the haemetoma or mention that she didn't think my mother would stand an anaesthetic. If that conversation had taken place I would have pointed out to her that my mother had a new hip replacement done without an anaesthetic and that when it had been dislocated again in the Gosport War Memorial Hospital and she's been transferred back to Haslar she also had that dislocation put back without a general anaesthetic. From the Tuesday I stayed with

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my mother until very late on the Tuesday night, past midnight, when my son arrived from London and from the Wednesday night my sister also sat in with me all night long and we were both there until twenty past nine on Friday evening when my mother died. During that time Doctor BARTON did not visit my mother and my mother was not left alone in her room at any time. Either my sister was with her or myself. I slept in a chair beside my mother's bed and at no time was there any sign of pneumonia. On the Wednesday, come Thursday morning, on the Wednesday night and Thursday morning, there was a particular nurse on duty. I think her name was Sue and at about four o'clock in the morning when she came in she was of the opinion that my mother would only take another half hour or so before she died but my mother rallied and continued to live until the Friday. I think that if my mother had been near death on the Monday she would not have survived until Friday night particularly, how can I put this?

22.32 BURT

You say that would be, kind of, a very strong indicator of her reserves?

MACKENZIE

It seemed to me that her heart must have been very strong that she survived so long until Friday night when all she had was a diet of

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Diamorphine and there was no hydration whatsoever. I must admit that I had been expecting her to die within 24 hours or so and this did trouble me in that she was not on a drip. I think that she was dehydrated and with the Diamorphine that was probably the cause of death although of course with a haemetoma, if action isn't taken very speedily of course that can cause death as well but I was (at) a loss to understand why action wasn't taken as soon as a haemetoma was discovered.

23.26 BURT

Was the issue of transferring back to Haslar discussed?

MACKENZIE

Well my sister had mentioned it to Doctor BARTON who had said, on the Monday evening, "Well, we'll make a decision about that on the Tuesday morning", but when we got there the decision had been made that my mother was dying and the only thing to do was to give her a pain free death and I think the haemetoma would have shown up on the x-ray that was taken on the Monday afternoon.

23.57 BURT

Had Haslar given an indication of their willingness to receive your mother back?

MACKENZIE

Yes they had done that to my sister. She'd been back to Haslar and spoken to them and they had said well she can be sent back here.

BURT

And are you aware...

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MACKENZIE ...Though we didn't know that she had a haemetoma at the time

BURT No, and whilst it would have been a medical decision was that communicated to the people at the War Memorial, the willingness of Haslar to...

MACKENZIE ...Yes, my sister told her, and I was present when my sister told her and I don't think that Doctor BARTON who I believe is the equivalent, if not, a GP had the right to make the decision not to send her back.

BURT Because the War Memorial, I believe, was able to offer certain levels of treatment...

24.49 MACKENZIE ...but not others

BURT Yes

MACKENZIE But not others

BURT Indeed

MACKENZIE If a consultant at Haslar had said we'll have her back. Then I don't think it was up to Doctor BARTON to make the decision no...

BURT ...And it's your believe that if there was a chance...

MACKENZIE ...Yes that should have been given...

BURT ...Then your mother should have been given that chance

MACKENZIE And we should have been told that there was a possibility of surgical intervention

BURT Yes, indeed, yes

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MACKENZIE Can I now go through to...

BURT ...Shall we talk about the note? Well, I'll tell you what I'd like to do now, and perhaps I can give you a pointer now. We've talked about the history, we've talked it through and of course in due course there may be things that because you've taken that largely from the top of your head...

MACKENZIE ...Yes

25.35 BURT There may be things that by reference to other bits and pieces that you will fill in due course

MACKENZIE Yes

BURT If I can point you now at some notes that your sister has produced to me

MACKENZIE Yes

BURT And in fact I've got the original copies of the notes here and I wonder if you could have a look at those notes. Do take your time and I'd like you to look at them, perhaps, from two positions. One is, if you can just explain to me how they were prepared within your knowledge, how, and kind of when, they were prepared and if you could deal with in that respect with the fact that there are some different colour inks there. Why they were prepared and who they were given to and perhaps you might like to look through them to see whether there are any issues you may have

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MACKENZIE  
 26.33 BURT  
 MACKENZIE

wish to refresh your memory on.

Yes

So just perhaps if you could just think about...

...Well I was aware of these notes being made by my sister because she was making them in the room where my mother was at Gosport War Memorial. I was sitting beside my mother holding her hand and talking to her and my sister was up the other corner making these notes because we were not happy with the care that was being given to my mother and so these notes were started to be prepared before my mother had died and before we were aware of various things we've discovered since. My sister has started off when she was admitted from Haslar on Tuesday the 11<sup>th</sup> of August and of course I was not there at the time but I would make the comment that 'Ormorof' or 'Oramorph' what are given to my mother because of dementia when it was very clearly put to my sister that she hadn't been on anything that would 'zonk her out' while she was at Haslar and so she wasn't very happy about that. Then in the note there is the Thursday the 13<sup>th</sup> of August when my niece Mrs REED saw her and brought it the ward staff's attention. Now Mrs REED is not only a nurse but she is an ex-nurse from Haslar

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hospital orthopaedic ward on the same ward when my mother was admitted so she knew something about orthopaedics and hips and all the rest of it. So why wasn't some attention given to her. No, that's quite, quite appalling and, as I say, I don't really know, because I wasn't there, until I heard that she was going to be transferred back to Haslar. So I can't make much comment on that but I was aware of all these notes because as my sister was writing them she would mention things to me and I would confirm what I did know or query things so...

28.53 BURT

...Are those notes there and you'll have an opportunity obviously before you make your statement to read them through thoroughly again. Are you in agreement with the tone of the notes and the detail in them...

MACKENZIE

..Absolutely, absolutely

BURT

Yes

MACKENZIE

Absolutely, because she refers to things at Haslar which I know and she's absolutely correct on those

BURT

So whilst your sister would have written them, they would have been prepared jointly as it were...

MACKENZIE

...Yes

BURT

..and we do know that, in terms of provenance,

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then of course they don't bear your signature  
and what have you

29.30 MACKENZIE No

BURT But you've looked at those notes...

MACKENZIE ...Yes

BURT And the things in them...

MACKENZIE ...Yes. Of course my sister has referred to 'I'  
heard but in fact it was 'we' heard...

BURT ...Yes

MACKENZIE ..my mothers screaming and things like that

BURT Yes

MACKENZIE And I absolutely confirm those things and the  
questions she's asked such as when she was  
returned to bed, how was it her position was  
not checked.

BURT What I'd ask you, I mean ultimately, when you  
make your statement, and of course it's a very  
important thing when you make a statement to  
be absolutely accurate, then of course you'll be  
in a position to have read through them in more  
detail and to comment again about those.

30.11 MACKENZIE Certainly the bits that she's got in here  
regarding when my mother came back from  
Haslar and references to Doctor BARTON are  
absolutely correct and I'll be going  
wholeheartedly along with all those things

BURT Yes

MACKENZIE And she's put a note at the back saying that in

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the majority so it was only in the first instance when she went back to Gosport War Memorial when she was first discharged to there that I wasn't present but I was certainly present in Haslar

BURT Can you tell me why those notes would have been prepared primarily?

MACKENZIE Yes, we were, we were not happy with what had gone on and we were starting an official complaint procedure which was later taken up by the Portsmouth Health Authorities and I received a copy of their report after some controversy as to whether I should be allowed to see it and I made it clear that I'd been present and it really was a joint complaint and on receiving that report I rang my sister because immediately, if I have a look at that now, can I have a look at that report...

31.31 BURT By all means, yes

MACKENZIE ...from the Portsmouth ...

BURT ...Yes, now those notes that we've looked at, the notes that your sister will produce...

MACKENZIE Yes

BURT ..they were prepared at the War Memorial..

MACKENZIE Yes

BURT ..whilst your mother was alive..

MACKENZIE Yes

BURT ..and now, can you tell me were they, they

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incorporate some questions don't they..

MACKENZIE

Yes

BURT

...were they prepared for a particular reason, they were prepared as a basis for a complaint were they...

MACKENZIE

Yes

BURT

..or queries

MACKENZIE

Yes, and when, when I got back home after my mother had died before the funeral, I had later phoned, I think it was Mrs HUMPHREYS, and said I know all about the notes and complaints etc but there's another question I want added and this may not be brought by my sister but I certainly want it added from my point of view as to why a decision was made not only for her to have painkillers but only to have painkillers only and not hydration's because as it had taken her five days to die I don't think anybody fit would have been able to survive on a diet of Diamorphine only and no hydration, however fit they'd been in the first place.

32.57 BURT

So those notes then were passed to the Trust?

MACKENZIE

Yes

BURT

Yes

MACKENZIE

And when I had spoken I think it was Mrs HUMPHREYS and I'd said you know why, why wasn't it and she said that would have been explained and I said it certainly wasn't

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explained to me.

BURT No

MACKENZIE When I got as I say the report back from the  
Portsmouth Health Trust answering those  
questions etc, I immediately phoned my sister  
because...

BURT ...May I, sorry to interrupt you now that's a  
letter addressed to

MACKENZIE Mrs LACK

BURT Mrs LACK, it's dated the...

MACKENZIE 22<sup>nd</sup> of September

33.31 BURT Is that the one signed by Mr MILLETT?

MACKENZIE Yes

BURT Yes, which is basically addressing the issues  
raised in those notes

MACKENZIE Raised in those notes

BURT Yes

MACKENZIE I immediately phoned my sister and said I was  
not happy. Some paragraphs seemed to be  
totally untrue and she also confirmed that as  
well. The one thing was, to begin with, point  
one which was raised, "At what time did Mrs  
RICHARDS fall? "She fell at 13:30 on  
Thursday the 13<sup>th</sup> of August though there was  
no witness to her fall". Now, in the notes from  
Gosport War Memorial, it confirms 13:30, and  
it puts the place where she fell as in her room.

BURT Now those notes, is that the Health File?

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MACKENZIE That's in the Health File

BURT Which we'll talk about in a moment, yes the health care file, yes which we'll talk about in a moment, health records sorry

34.20 MACKENZIE But my niece had seen her, I understood, in the sitting room, the patients sitting room. Now if she was in the sitting room by herself why was she by herself because they knew she would if she wanted to 'spend a penny' she would attempt to get out of her chair and do it by herself and she couldn't possibly do it.

BURT Now, I understand that you would like to highlight in due course, as we carry on our conversation, what you consider to be some discrepancies between the various documents that we'll talk about.

MACKENZIE Yes

BURT So that's what we're going to move on to talk about now isn't it.

MACKENZIE Shall I go through these reports and things first

BURT Yes of course, indeed

MACKENZIE Then there was, "Who attended her?" "She was attended by a staff nurse and a health support warden?" "Who moved her and how?" "Both members did, using a hoist". Now if she had fallen from a chair, which was later, my sister was told, that she'd fallen from a chair onto her bottom, surely the first thing to do when

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you've, when someone falls to the floor on a new hip is to have her examined really well by a doctor before you move her at all and yet point 4, in the Portsmouth Trust report, says, "Your mother was given medication by Doctor BARTON who was present on the ward just after her fall. I understand it's not your wish for your mother to be given strong medication because it made her drowsy". That doesn't make sense at all. If someone is, has dislocated their hip you don't give them a medication to make them drowsy you examine them and you do something about it. Did Doctor BARTON examine them or was she just told look Mrs RICHARDS is making a noise, right give her some more tranquilliser.

36.20 BURT

So you would like in due course, you would like to consider that...

MACKENZIE

...Yes

BURT

...comment against the notes that are made in the Health Record, indeed and also in the Health and Safety Record that we'll talk about later.

MACKENZIE

Now, if Doctor BARTON didn't examine her that's pure negligence. The first thing any lay person would do if you fall on your new hip is to examine it and make sure no damage is done. You don't give them a tranquilliser to

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keep them quiet. Then as to the business of, "Why was there a delay?" That's hardly acceptable. "With the benefit of hindsight it's possible to assume that your mother's dislocation could have been identified much earlier." It most certainly could and then of course when she was undressed they said they discovered that she'd dislocated her hip. I mean that was a very long time to wait. So it's quite ridiculous. Then we have the bit from seven, point seven, was when she came back from Haslar the second time. "Why was she returned to bed from the ambulance and why was her position not checked?". Now, in conversations I've had with the two health care support workers, one named Jean I think and one named Linda, who I later met socially. They told that when she came back, as per this paragraph, they were not happy, that she seemed to be in pain and there was a problem, and they went to get professional advice. Now this was, according to the notes, at quarter to twelve. We did not arrive until quarter past twelve. If Staff Nurse COUCHMAN came at the request of the health care workers why didn't she see that my mother was lying in an awkward position. I would submit she didn't come until we insisted, later on, half an hour

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later, and showed her how my mother was lying. I had also said, questioned it with Philip, later on, when he said, "You'll be pleased to know that your mother hasn't dislocated her hip, she might have bruised herself". I said, "How could she be bruised? Did the ambulance go up the kerb and knock her or did the poles in the stretcher touch her leg?", and he said he thought that was highly unlikely. He did not tell me at the time in fact that my mother hadn't been transported on a stretcher and the two care workers, one of them Linda who didn't want me to mention to anyone that she'd told me, said, in fact, she had arrived back in the ward on a sheet on a trolley and it is possible, I would assume, that she wasn't rolled off the stretcher, as I had thought, but she'd been rolled off a sheet. Into a position not checked at least until we brought attention to it. So there was a delay by Staff Nurse COUCHMAN. Absolutely. "How was she brought from Haslar?" "She was brought in an ambulance". Well we knew she didn't come on two feet. We were asking, we wanted more details about that and, "There was no escort in the back", we knew that because Haslar had said there wasn't any need for us to be with her. The ambulance men, crew, commented that she showed signs

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of being in pain when she was put in the ambulance. Why then, when she arrived at Gosport, did they accept her. They should have sent her back there and then. "Why was a request to see the x-rays denied?" This is item 'D'. Where are we? Yes, item '8D'. My sister specifically asked to see the x-rays when we were in the x-ray department. There was no question of the fact that it was kept down there and you know we made the request to the ward staff. We had asked, in the x-ray department, and we were not allowed to see them. The decision to do nothing but provide pain relief. "Doctor BARTON felt the family had been involved at this stage and she discussed the situation fully with you". I emphatically deny that. She did nothing of the sort. "She made sure that you were aware of the surgical intervention necessary for a haemetoma would have required a general anaesthetic". Absolute rubbish. That was never discussed whatsoever. The only discussion we had about the haemetoma was with Philip who said nothing could be done except give her pain relief to aid her in dying.

BURT

So you feel they had made some assumptions about the way in which the problem could have been dealt with had it...

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MACKENZIE ...Yes

BURT Yes

41.12 MACKENZIE We were not consulted whatsoever and if, the night before, when they saw that she had a haemetoma, they should have sent her back there and then but until the Tuesday morning we were not told that she even had a haemetoma. So I feel, very strongly, that this is a cover up by Doctor BARTON and I would go as far as to say that was gross negligence which resulted in the death of my mother.

BURT Yes, right. Now in due course we'll, right, now that's, of course, the letter that was prepared for, and I guess signed by, Mr MILLETT.

MACKENZIE Yes

BURT Who is the...

MACKENZIE Chief Executive, Portsmouth Health

BURT ...Care Trust. The Portsmouth Health Care Trust.

MACKENZIE Yes

BURT Now, in due course, when we have the transcript of these notes, then I'll invite you to go back over this again to be absolutely certain that what goes in the statement is, your happy with, and is correct but perhaps, now, I see now we've used 41 minutes of the tape and I think what we'll do is, as it's very nearly the change over time, we're going to look at some other

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documents in a moment. I think we'll call, we'll end that tape but before I do so I think I'll just point out, for the benefit of the tape, that the tape was... this is tape, number one, was begun at 11.45 and this is Wednesday the 17<sup>th</sup> of November in 1999 and we're going to end this tape at the moment just for the record according to my watch, which I'll use the same watch, it's at 12.27 and I'm going to turn this particular tape off now and we'll begin again in a moment.

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