

Mr R Bishop  
Chief Executive

Management Centre  
St Mary's Hospital  
Milton Road  
Portsmouth PO3 6AD

**Code A**

PRIVATE AND CONFIDENTIAL

23 December, 1998

**Code A**

Our Ref: RB/KM/CA/**Code A**1314/98  
(Please quote Our Ref: on all correspondence)

Dear **Code A**

Further to our previous correspondence, I have received a report which enables me to respond to your letter of complaint about being unable to sleep during the night while you were an in-patient in the General Medical wards at Queen Alexandra Hospital. I note that the Senior Nurse in Medical Assessment had discussed your complaint with you just before you were discharged, however, I was sorry to note that one of the reasons for the Senior Nurse coming to see you was to make you aware of the distress caused by your unfortunate attitude to both members of nursing and medical staff, and to your fellow patients. The Registrar Doctor had in fact been asked to see you to talk to you about the use of bad language and other verbal abuse, but unfortunately, he was involved in an emergency and would not have been able to see you before you left the ward. The Senior Nurse did try to make it clear during your discussions that she was interested not only in your concerns and suggestions, but also about the level of distress you were causing to nursing staff and to other patients.

Nevertheless, there are some valid points contained within your letter, and I do apologise for any frustration caused. I would agree that 3.30 a.m. is not a good time for water jugs to be changed, and indeed the normal practice would be to refresh water jugs at 20.00hrs and 0800hrs. The Senior Nurse has discussed this with the relevant staff and they are now aware that if they are unable to refresh the jugs before 22.30hrs, they should be left until the morning.

I was very sorry that you experienced disturbances in your sleep pattern because of a noisy nebuliser compressor. I understand this compressor is currently with the Works Department for repair and the Senior Nurse is in the process of ordering a gauge to allow an air cylinder to be used silently at night time.

Ideally, we try to keep all patients recovering from myocardial infarction together in a peaceful room. Ward F2 is the usual ward for this, but it is presumed that F2 had no male beds available, thus your admission to F1.

Page 2

**Code A**

23 December, 1998

I am sorry you felt strongly enough to write to me but hope that the actions mentioned above reassure you that appropriate action has been taken.

For your information, I enclose a copy of a Trust leaflet which gives a summary of the entire NHS Complaints Procedure. If you have any outstanding comments or questions about this letter, please let me know so that we can consider the best way forward.

Yours sincerely,

**R Bishop**  
**Chief Executive**

s.c. Code A Information & Data Quality Officer, Bed Bureau, F Level, QAH

Code A Operational Director, MS Directorate, QAH