

**Jackson, Angeline**

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**From:** Percy, Katrina <[Code A](#)>  
**Sent:** 08 July 2014 15:13  
**To:** Samuel, Richard; Percy, Katrina; Ward, Ursula; Hughes, Gethin  
**Cc:** Harriman, Sue; Mellor, Peter; Tiller, Sara; Gordon, Chris - Clinical Director SE ISD; David Chilvers; Spencer Louise - Deputy Chief Quality Officer  
**Subject:** RE: Gosport War Memorial Hospital Public Inquiry

Thanks Richard.

Gethin, copying you in for your awareness.  
 Caroline

---

**From:** Samuel Richard [<mailto:>] <[Code A](#)>  
**Sent:** 08 July 2014 10:28  
**To:** Percy, Katrina; Ward, Ursula  
**Cc:** Harriman, Sue; Mellor, Peter; Tiller, Sara; Gordon, Chris - Clinical Director SE ISD; 'David Chilvers'; Spencer Louise - Deputy Chief Quality Officer  
**Subject:** Gosport War Memorial Hospital Public Inquiry  
**Importance:** High

Hi both

As anticipated, there appears to be a strong likelihood of a public inquiry being announced imminently. I will ask my team to re-establish the planning group that was operating during the inquests, so if you could brief your teams accordingly.

Many thanks

**Richard Samuel**  
 Chief Officer  
 Fareham & Gosport and South Eastern Hampshire  
 Clinical Commissioning Groups

Commissioning House  
 Building 003  
 James Callaghan Drive  
 Fareham  
 Hampshire  
 PO17 6AR

Telephone: 02392 282061  
 Mobile: <[Code B](#)>

PA: Karen Pearson  
 Telephone: 02392 282061

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**From:** Groves Graham (NHS ENGLAND)  
**Sent:** 07 July 2014 11:42  
**To:** Cox Felicity (NHS ENGLAND); Cotgrove Jacqueline (NHS ENGLAND); Jupp Simon (NHS ENGLAND); Orchard Mark (NHS ENGLAND); Williams Ruth (NHS ENGLAND); Ward Stuart (NHS ENGLAND)  
**Cc:** Turnbull Jayne (NHS ENGLAND); Low Bennett (NHS ENGLAND); Priest Nicola (NHS ENGLAND); Bagshaw Julia



(NHS ENGLAND); Copage Manda (NHS ENGLAND)  
**Subject:** INFO: Gosport War Memorial Hospital

Dear all,

We understand that an announcement *may* be made this month, announcing the setting up of a public inquiry into the historic issues concerning Gosport War Memorial Hospital, and the overprescribing of various drugs from 1991. The inquiry will address the findings of a recent audit report. The audit by Prof Richard Baker ( a patient safety expert from the University of Leicester and who worked on the Harold Shipman inquiry), found that morphine and other powerful sedatives were routinely prescribed to elderly patients in Gosport between 1988 and 2000, even if they were in no pain.

In total, 92 deaths were investigated although police brought no charges. In 2010, the GMC found that Dr Jane Barton, part-time clinical assistant at Gosport between 1989 and 2000, was guilty of multiple instances of serious professional misconduct, and was placed 'under restrictions'. There was widespread anger that she had not been struck off; she removed herself from the register a year later. The families of those involved have been campaigning for a public inquiry for a long time.

Recent reporting from the Independent: <http://www.independent.co.uk/life-style/health-and-families/health-news/gosport-hospital-deaths-to-get-public-inquiry-at-last-8803463.html>

Regards,  
Graham

Graham Groves  
Senior Communications Manager  
NHS England (Wessex)  
Oakley Road,  
Southampton SO16 4GX

Direct Dial: **Code A**

MEDIA CENTRE: T: 0207 932 3911 E: [england.ismedia@nhs.net](mailto:england.ismedia@nhs.net)

Out-of-hours: to contact the Regional Press Officer on-call during the evenings and weekends, please call: 0844 822 2888 and quote SCOMM01 with your message.

Communication Services provided by NW London CSU

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**Jackson, Angeline**

**From:** Diggins, Jude <[redacted] Code A>  
**Sent:** 28 October 2013 10:45  
**To:** West, Caroline  
**Subject:** FW: GWMH

Can you put this on Exec agenda for Weds – will only be a quickie  
 J

**Jude Diggins**

Exec Director of Nursing, AHP and Quality

**Southern Health NHS Foundation Trust**  
 7 Sterne Road, Tatchbury Mount  
 Calmore SO40 2RZ

PA Helen Plummer

Tel: 02380874549

Email: [redacted] Code A  
 PID: [redacted]

Web: [www.southernhealth.nhs.uk](http://www.southernhealth.nhs.uk)



Quality care, when and where you need it

**From:** Sorensen Pamela  
**Sent:** 25 October 2013 10:49  
**To:** Diggins, Jude; Hughes, Gethin; Courtney, Sara; Diaper, Martyn; Jones, Julie (Southern Health); Druce, Jane; Jones David; Smith Amanda; Druce, Jane  
**Cc:** Harriman, Sue; McCormack Helen - Chief Medical Officer; Grant Sandra; Brooks Mark - Chief Finance Officer  
**Subject:** RE: GWMH

Thanks Jude

We have endeavoured to bat a lot of the previous comm'sy related work back to Sara Tiller and Richard on the basis that at the time in question the service was not ours. However, we will of course support as per Exec direction and in any case I'd hope current comms around services at GWMH could only be positive!

P

**Pam Sorensen**  
 Interim Head of Communications & Engagement  
 Southern Health NHS Foundation Trust

Tel: 023 8087 4058 (Tatchbury Mount Office)





**From:** Diggins, Jude  
**Sent:** 24 October 2013 18:49  
**To:** Hughes, Gethin; Courtney, Sara; Diaper, Martyn; Jones, Julie (Southern Health); Druce, Jane; Jones David; Smith Amanda; Druce, Jane; Sorensen Pamela  
**Cc:** Harriman, Sue; McCormack Helen - Chief Medical Officer; Grant Sandra; Brooks Mark - Chief Finance Officer  
**Subject:** FW: GWMH

Dear All

Please see below which I have just received from Julia Barton – I believe much of what is being asked for is the local team ( Sara/Gethin/Martin to respond to) however there is a couple of HR questions and a couple of things we could lift from CQRM.

There is a couple of weeks to collect this – Sara – it might be best for you to lead (but open to challenge or suggestion on that) linking with Jane Druce and Amanda smith for governance and HR information respectively.

We will need to think about how involved in Comms we get – given our light touch approach to the Baker report – I will take views from Exec colleagues on this.

Obviously I am still in Leeds but can discuss/pick up with key people next week

Jude

## Jude Diggins

Exec Director of Nursing, AHP and Quality

Southern Health NHS Foundation Trust  
 7 Sterne Road, Tatchbury Mount  
 Calmore SO40 2RZ

PA Helen Plummer

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**From:** Barton Julia  
**Sent:** 24 October 2013 16:43  
**To:** Diggins, Jude  
**Cc:** Samuel Richard; Tiller Sara (Omega House)  
**Subject:** GWMH

Dear Jude,



I am not sure how up to speed you are with GWMH, but I wanted to make sure you were aware we have been informed that it is highly likely there will be some sort of public inquiry announcement soon. This is following the family and Caroline Dinenage's meeting with Norman Lamb.

The Wessex Area Team will be integral to the process from now on and so far we have had one conference call with them and our legal team to clarify what actions we need to take now to be ready for such an inquiry recognising the approach could range from a smaller local inquiry to a full blown mid staffs. affair.

There is a lot of preparation going on behind the scenes to track historical documents, which you do not need to be too concerned with, however, there are two areas which we will need to work together on... firstly around **communications and media** and I believe Sara Tiller or a member of her team will be in touch with your communications department (and the comms teams from all relevant providers) soon, if they have not already, in order to begin liaison about preparation plans.

The second and probably most important issue for us, relates to **assurance for the quality of services currently delivered from GWMH**. As you know we did a substantial piece of work on this at the beginning of the financial year which culminated in a final report (previously shared with SHFT but not yet in public domain). I have also shared the CCG's report with Sarah Elliot, and her team have now reviewed this in the light of the findings of the Baker report – as you are aware this was released after our report was finalised so it only makes brief reference to the findings of the Baker report.

Attached is an additional set of assurance questions which have been developed by the area team in the light of the Baker report findings. I know we answered some of these questions through our visit and the work Carole did but I feel it would be helpful to have an updated position on these to share with the area team and quality surveillance group.

Therefore I would be most grateful if you could arrange for the following actions to be completed and returned to me **Tuesday 12<sup>th</sup> November 2013**:

- Completion of the attached proforma of assurance questions
- Provision of an update on the outstanding actions included in the report – with particular reference to any changes planned or made to the medical cover for Sultan.
- Provision of the latest community hospital quality dashboard for GWMH

I will be visiting the other clinical areas at GWMH again soon and will liaise with Mark about RAU, Daedalus and Dryad. We will also be visiting Ark Royal and seeking similar assurance from PHT over the rehabilitation service.

Finally, if there are any clinical concerns about any aspect of services at GWMH, or any other pieces of information you feel are relevant at this stage, I would be grateful if you could alert me to these at the earliest possible opportunity.

Hope you had a great holiday – very happy to catch up over this once you are back if that would be useful.

Many thanks in anticipation,  
Julia

Julia Barton  
Chief Quality Officer/Chief Nurse  
Fareham and Gosport and South Eastern Hampshire CCGs  
02392 282067

Mobile: Code B  
Code A

Commissioning House  
Building 003  
Fort Southwick  
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**Jackson, Angeline**

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**From:** Harriman, Sue <Code A>  
**Sent:** 18 October 2013 12:20  
**To:** Samuel Richard; Ward, Ursula; Harriman, Sue  
**Subject:** RE: Gosport War Memorial Hospital Update  
**Attachments:** Picture (Device Independent Bitmap); Picture (Device Independent Bitmap)





**Jackson, Angeline**

**From:** Sorensen Pamela <[redacted]>  
**Sent:** 17 April 2013 16:45  
**To:** Brown Belinda  
**Cc:** Renyard Jenny (Southern Health); Bliss Nicola; McKinney Emma - Head of External Communications; West, Caroline  
**Subject:** RE: Important: GWMH inquest

Thanks Bel

Fully agree it should be PHT led but to date they have not engaged at all – it's been all down to us and the CCG! I say no more!

P

**Pam Sorensen**  
 Interim Head of Communications & Engagement  
 Southern Health NHS Foundation Trust

Tel: 023 8087 4058 (Tatchbury Mount Office)

---

**From:** Brown Belinda  
**Sent:** 17 April 2013 16:34  
**To:** Sorensen Pamela  
**Cc:** Renyard Jenny (Southern Health); Bliss Nicola; McKinney Emma - Head of External Communications; West Caroline  
**Subject:** RE: Important: GWMH inquest

Hi Pam

Sue says she would be happy to front if needed, but obviously will need as much notice as possible and a good briefing.

Also, we shouldn't be the first port of call for comms, it should be PHT led,

Bel

**Belinda Brown**  
 PA to Sue Harriman, Chief Operating Officer  
 and Deputy Chief Executive  
 Southern Health NHS Foundation Trust  
 Elms Building  
 Tatchbury Mount, Calmore, Southampton, SO40 2RZ  
 Tel: 023 8087 4319 | Fax: 023 8087 4301 |

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 Web: [www.southernhealth.nhs.uk](http://www.southernhealth.nhs.uk)

**Code A**



Quality care, when and where you need it

---

**From:** Sorensen Pamela  
**Sent:** 17 April 2013 13:36



**To:** Brown Belinda  
**Cc:** Renyard Jenny (Southern Health); Bliss Nicola; McKinney Emma - Head of External Communications  
**Subject:** Important: GWMH inquest  
**Importance:** High

Hi Bel

Please can you bring the details of this to Sue's attention for me. Thanks.

We have an issue in that Martyn Diaper, who'd had specific media training in readiness for what ever coverage may be needed post the GWMH inquest this week, is on leave and unavailable. We'd known he was on leave but had been led to believe he was going to be available if required.

As things stand there is a suggestion that the inquest could end early (tomorrow) instead of Friday which was the original date.

I understand there has been some conversation about Sue potentially 'fronting' this – please could you confirm with her as we wondered whether, in Martyn's absence, John Byrne or Jude might be asked to step in?

It would be helpful to know a.s.a.p. Sue's view.

When you reply please could you reply as cc'd above.

Many thanks

Pam

**Pam Sorensen**  
**Interim Head of Communications & Engagement**  
**Southern Health NHS Foundation Trust**

**Tel: 023 8087 4058 (Tatchbury Mount Office)**

---

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**Jackson, Angeline**

**From:** Brown Belinda <[redacted] **Code A**>  
**Sent:** 17 April 2013 16:54  
**To:** Sorensen Pamela  
**Cc:** Renyard Jenny (Southern Health); Bliss Nicola; McKinney Emma - Head of External Communications; West, Caroline  
**Subject:** RE: Important: GWMH inquest

Hi Pam

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**Belinda Brown**

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**Quality care, when and where you need it**

**From:** Sorensen Pamela  
**Sent:** 17 April 2013 13:36  
**To:** Brown Belinda  
**Cc:** Renyard Jenny (Southern Health); Bliss Nicola; McKinney Emma - Head of External Communications  
**Subject:** Important: GWMH inquest  
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**Interim Head of Communications & Engagement**  
**Southern Health NHS Foundation Trust**

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**Jackson, Angeline**

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**From:** Brown Belinda <[redacted] **Code A**>  
**Sent:** 17 April 2013 15:11  
**To:** Sorensen Pamela  
**Cc:** Renyard Jenny (Southern Health); Bliss Nicola; McKinney Emma - Head of External Communications; West, Caroline  
**Subject:** RE: Important: GWMH inquest

Will flag to Sue when they next break in Exec

Bel.

**Belinda Brown**

PA to Sue Harriman, Chief Operating Officer  
 and Deputy Chief Executive  
**Southern Health NHS Foundation Trust**  
 Elms Building  
 Tatchbury Mount, Calmore, Southampton, SO40 2RZ

Tel: 023 8087 4319 | Fax: 023 8087 4301 |

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Quality care, when and where you need it

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**Sent:** 17 April 2013 13:36  
**To:** Brown Belinda  
**Cc:** Renyard Jenny (Southern Health); Bliss Nicola; McKinney Emma - Head of External Communications  
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**Interim Head of Communications & Engagement**  
**Southern Health NHS Foundation Trust**

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**Jackson, Angeline**

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**From:** Hack Lois <[redacted] Code A [redacted]>  
**Sent:** 12 April 2013 13:29  
**To:** McKinney Emma - Head of External Communications; West, Caroline  
**Cc:** Sorensen Pamela; Brown Belinda  
**Subject:** RE: URGENT BOARD PAPER PARAGRAPHS:

Thanks Emma – I will pass on to Sue for her to work on over the weekend

Thanks

Lois

**Lois Hack**

Executive PA to the Chief Executive Office  
**Southern Health NHS Foundation Trust**  
 Elms Building, Tatchbury Mount  
 Calmore, Southampton, SO40 2RZ  
 Tel: 023 80874 110

Email: [redacted] Code A [redacted]  
 PID:  
 Web: [www.southernhealth.nhs.uk](http://www.southernhealth.nhs.uk)



Quality care, when and where you need it

---

**From:** McKinney Emma - Head of External Communications  
**Sent:** 12 April 2013 13:04  
**To:** West Caroline  
**Cc:** Hack Lois; Sorensen Pamela  
**Subject:** RE: URGENT BOARD PAPER PARAGRAPHS:

Hi Caroline,

Info from comms below. I've kept the info on the GWMH inquest quite brief as the history is quite complicated, but let me know if you need any more detail.

Thanks  
 Emma

On 22 March we attended Hampshire Health Overview and Scrutiny Committee with South East Hampshire CCG to provide an update on plans for the future of Chase Community Hospital. The meeting received a number of deputations from residents and local councillors opposed to the plans, however HOSC agreed that there had been sufficient engagement on the proposals and approved the plans for development. The CCG has been asked to return to HOSC in July to provide an update on developments before the planned closure of the inpatient beds in September.

The inquest into the death of a patient at Gosport War Memorial Hospital in 1998 began on 9 April. The patient was cared for on what was then known as Daedalus ward and is now known as Ark Royal ward, provided by Portsmouth Hospitals NHS Trust. We are working with the other local NHS organisations involved to respond to any enquiries from the media. The verdict is expected on 19 April.



---

**From:** West Caroline  
**Sent:** 12 April 2013 09:10  
**To:** Reese Sarah; Beaumont Simon; Damarell-Kewell Sue; Sorensen Pamela; McKinney Emma - Head of External Communications  
**Cc:** Hack Lois  
**Subject:** URGENT BOARD PAPER PARAGRAPHS:  
**Importance:** High

Sarah/Simon/Sue and Pam/Emma

Sue is writing the CEO Board paper and has asked for the following from you latest 4pm today please – thank you in advance:

- Sarah Reece - a paragraph on the contract position noting it's in public so generic detail only
- Simon Beaumont's team a paragraph on what the latest patient experience surveys are saying and telling us
- Sue DK a paragraph on overall performance position for the month related to all metrics, just narrative and broadly generic.
- Pam Sorenson/Emma McKinney a paragraph on any HOSC activity or media interest and our actions

## Caroline West

Business & Admin Manager and PA to Chief Executive

Southern Health NHS Foundation Trust  
 Elms Building, Tatchbury Mount  
 Calmore, Southampton SO40 2RZ  
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Quality care, when and where you need it

My working hours are Monday-Thursday 7.30am-4pm and Friday 7.30am-1pm

---

**From:** Harriman, Sue  
**Sent:** 11 April 2013 16:22  
**To:** West Caroline  
**Subject:** Board paper

Caroline,

Can you ask for the following to add to the CEO board report:

From Sarah Reece a paragraph on the contract position noting its in public so generic detail only.

From Simon Beaumont's team a paragraph on what the latest patient experience surveys are saying and telling us.

From Sue DK a paragraph on overall performance position for the month related to all metrics, just narrative and broadly generic.

From Pam Sorenson a paragraph on any HOSC activity or media interest and our actions or Emma McKinney.

Can you go through my diary and count how many CEO or Chair type meetings I have had with who and why.

Think that's it sorry I am going to be doing the report at home a the weekend so need all info for then sent to





my home email n  
Thanks  
Sue

Sue Harriman  
Acting Chief Executive Officer / Chief Operating Officer  
Southern Health NHS Foundation Trust

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**Jackson, Angeline**

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**From:** McKinney Emma - Head of External Communications  
 <Code A>  
**Sent:** 12 April 2013 13:04  
**To:** West, Caroline  
**Cc:** Hack Lois; Sorensen Pamela  
**Subject:** RE: URGENT BOARD PAPER PARAGRAPHS:

Hi Caroline,

Info from comms below. I've kept the info on the GWMH inquest quite brief as the history is quite complicated, but let me know if you need any more detail.

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**Cc:** Hack Lois  
**Subject:** URGENT BOARD PAPER PARAGRAPHS;  
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- Sue DK a paragraph on overall performance position for the month related to all metrics, just narrative and broadly generic.
- Pam Sorenson/Emma McKinney a paragraph on any HOSC activity or media interest and our actions

**Caroline West**

Business & Admin Manager and PA to Chief Executive

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My working hours are Monday-Thursday 7.30am-4pm and Friday 7.30am-1pm

---

**From:** Harriman, Sue  
**Sent:** 11 April 2013 16:22  
**To:** West Caroline  
**Subject:** Board paper

Caroline,

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From Simon Beaumont's team a paragraph on what the latest patient experience surveys are saying and telling us.

From Sue DK a paragraph on overall performance position for the month related to all metrics, just narrative and broadly generic.

From Pam Sorenson a paragraph on any HOSC activity or media interest and our actions or Emma McKinney.

Can you go through my diary and count how many CEO or Chair type meetings I have had with who and why.

Think that's it sorry I am going to be doing the report at home a the weekend so need all info for then sent to my home email n

Thanks

Sue

Sue Harriman  
 Acting Chief Executive Officer / Chief Operating Officer  
 Southern Health NHS Foundation Trust

































































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## Caroline West

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 cookiejackson1@campusexplorer	 cookiejackson1@clares.co	 cookiejackson1@contentchecked	 cookiejackson1@costa.co
 cookiejackson1@doubleclick	 cookiejackson1@drfhyman	 cookiejackson1@en.wikipedia	 cookiejackson1@enterprise.co
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 cookiejackson1@rubiconproject	 cookiejackson1@sbs.nhs	 cookiejackson1@scholar.google.co	 cookiejackson1@searchquotes
 cookiejackson1@shareyouressays	 cookiejackson1@shellworldgifts.co	 cookiejackson1@shellworldgifts	 cookiejackson1@shop.clares.co
 cookiejackson1@southampton-city.ac	 cookiejackson1@southernhealth.nhs	 cookiejackson1@southernhealth.nhs	 cookiejackson1@surveymonkey
 cookiejackson1@surveymonkey	 cookiejackson1@technology.southernhealth.nhs	 cookiejackson1@tesco	 cookiejackson1@theaa
 cookiejackson1@twitter	 cookiejackson1@univide	 cookiejackson1@vimeo	 cookiejackson1@web.nhs

