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**From:** Deeks, Mary </O=BAS EXCHANGE/OU=FIRST ADMINISTRATIVE GROUP/CN=RECIPIENTS/CN=[redacted] Code A  
**Sent:** 07 January 2009 17:17  
**To:** Samuel, Richard; Smart, Fiona; Harriman, Sue; Hughes2, John  
**Cc:** Johnson, David  
**Subject:** FW: Sultan Ward, GWMH  
**Attachments:** GWMH1.10.07-1.1.09Complaints.zip  
**Categories:** Urgent

In Richard's absence I have sent this to Fiona Smart.

Dear All

I thought I should alert you to Eileen Spiller's first evaluation (below) that we have not addressed effectively all the recommendations of the CHI report.

The issue referred to below concerns the robustness of responses to complaints about services on Sultan Ward in recent months. Another area of concern is the governance framework for the GP service on the ward, and Eileen and Keith have had earlier conversations about that, which is what Eileen is referring to when she says it 'confirms our worst fears'.

Actions to address these issues need to be taken very quickly to enable us to have confidence in the service by the time the inquests start on 18<sup>th</sup> March 2009. We still await Eileen's final report, but I thought it might be good to provide you all with some thinking time before then.

Regards

Mary Deeks  
 Project Officer (GWMH)  
 Hampshire Primary Care Trust

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**From:** [redacted] Code A [mailto:[redacted]] Code A  
**Sent:** 07 January 2009 16:54  
**To:** [redacted] Code A  
**Cc:** Deeks, Mary  
**Subject:** Sultan Ward

Hello Keith.

I have today received a document that appears to refer to five complaints received since July 2007. I must stress that I have not yet spoken to the senior manager responsible. In the first file GWMH1.10.07 there are two that include medical issues. 'Progressively worsening renal failure not acted upon by medics although highlighted by pharmacist' and 'Medics not actioning blood results' as well as nursing issues.

This confirms our fears and means that I do not have confidence that all the recommendations have been effectively addressed. I will let you know if I find further information on the complaints.

Thank you for your help.

Regards,  
 Eileen.

Eileen Spiller  
 Project Director  
 Hampshire Partnership NHS Trust and Hampshire PCT  
 [redacted] Code A

