
From: Scammell, Toni (HPCT-SE) </O=BAS EXCHANGE/OU=FIRST ADMINISTRATIVE GROUP/CN=RECIPIENTS/CN= [redacted] Code A >
Sent: 22 January 2009 15:05
To: Harriman, Sue
Subject: RE: Sultan Ward, GWMH

Categories: Urgent

Hi,
Yes they are they start from 1/2/07 (this was when we started the new contact with FACE) until present day, I'm looking at each and checking that Mary has all the evidence
Regards
Toni

From: Jordan, Wendy [[mailto:\[redacted\]](#)] Code A On Behalf Of Harriman, Sue
Sent: 21 January 2009 11:24
To: Scammell Toni - Modern Matron
Subject: FW: Sultan Ward, GWMH

(Sent on behalf of Sue Harriman)

Toni

Sue is asking you to confirm if this is five separate complaints please.

Thanks

Wendy

From: Deeks, Mary
Sent: 07 January 2009 17:17
To: Samuel, Richard; Smart, Fiona; Harriman, Sue; Hughes2, John
Cc: Johnson, David
Subject: FW: Sultan Ward, GWMH

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 18th 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

From: [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

Disclaimer - January 21, 2009

This email and any files transmitted with it are confidential and intended solely for the use of the individual or entity to which they are addressed. Any views or opinions expressed are those of the author and do not represent the views of the [Hampshire Primary Care Trust](#) unless otherwise explicitly stated. The information contained in this e-mail may be subject to public disclosure under the Freedom of Information Act 2000. Unless the Information is legally exempt from disclosure, the confidentiality of this e-mail and your reply cannot be guaranteed.