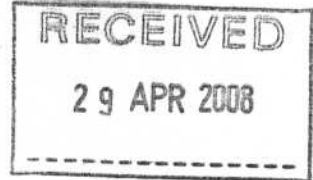




Shropshire Doctors Co-operative Limited 'Shropdoc'
A not for profit company



GC/CAL/7109

25th April 2008

Judi Kemish
Solicitor to the Robert Hamill Inquiry
P O Box 50156
London
SW1E 6WX

Dear Ms Kemish

Thank you for your letter dated 21st April 2008. I am responding to the six points you have listed in your letter.

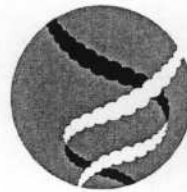
1. The procedure that [REDACTED] followed was not a procedure set out by Shropdoc but by the Wrexham Co-operative which ceased to exist in October 2004. We cannot therefore confirm the procedure.
- 2 & 3. All documentation relating to this call is now in the possession of Newdoc, who took over the service from Shropdoc on the 1st April 2008. Their key point of contact is Dr [REDACTED] [REDACTED] Medical Director at Flintshire Local Health Board.
4. I am afraid I cannot confirm that a copy of the sheet was sent to Strathmore surgery. This relates to a procedure in a separate organisation, pre-October 2004.
5. I therefore, cannot confirm that it was scanned onto the computer.
6. As mentioned earlier, all papers records relating to patients in the Wrexham area that were seen out of hours are now in the possession of Newdoc.

Yours sincerely

[REDACTED]
Medical Director

Ein Cyf/Our Ref:
Eich Cyf/Your Ref:

TG/KER



Bwrdd Iechyd Lleol
Local Health Board

Sir y Fflint
Flintshire

27th June 2008

Ms. H. Short,
Legal Officer,
Robert Hamill Inquiry,
PO Box 50156,
LONDON.
SW1E 6WX

Dear Ms Short,

Re: Request for Papers

Thank you for your letter dated 18 June 2008 addressed to Dr. [REDACTED] which she has asked me to respond to on her behalf.

I can confirm that ShropDoc have passed their electronic and paper records to us and these will be kept indefinitely.

With regard to the voice recordings ShropDoc still hold these and will continue to retain these in their possession. Therefore, should you wish to have these reviewed you will have to contact ShropDoc direct.

With regard to your request as to whether any of the named family members contacted the service on 26th November 2003. I have carried out a search and confirm that there are no records to confirm this.

Yours sincerely,

[REDACTED]
Out Of Hours Manager
[REDACTED]



**PUBLIC
PROSECUTION
SERVICE**

Senior Assistant Director

PUBLIC PROSECUTION SERVICE
BELFAST CHAMBERS
93 CHICHESTER STREET
BELFAST
BT1 3JR

RECEIVED

07 JUL 2008

Ms Judi Kemish
Solicitor to the Inquiry
Robert Hamill Inquiry
PO Box 50156
LONDON
SW1E 6WX

Our Ref: 238326

3 July 2008

Dear Ms Kemish

ROBERT HAMILL INQUIRY

I refer to your letter dated 27 June 2008.

I have spoken with Ivor Morrison who, as you know, has retired from the office.

He has informed me as follows:-

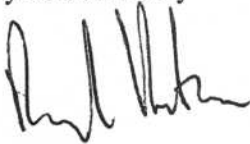
1. He recalls examining the Call Log sheets and Telephone billing. These had been obtained by the PSNI. He cannot recall with certainty whether he took copies of the relevant documents.

I have looked at the file held in this office. I cannot locate any copies of the documents.

Accordingly I suggest that you contact PSNI. At the time the senior investigating officer of the investigation into the conduct of the Atkinson's and Hanley's was Superintendent [REDACTED] [REDACTED] who at the time was stationed at Gough Barracks. I am not aware whether he has any residual responsibility for the case.

Please do not hesitate to come to me should you require any further information or assistance.

yours sincerely



RAYMOND A KITSON

74252

STRATHMORE MEDICAL PRACTICE PROTOCOL

MANAGING REQUESTS FOR GP SERVICES OUT OF SURGERY HOURS

The Out of Hours service for Strathmore is provided by Shropdoc between the hours of 6pm and 8.30am weekdays and all other times covering weekends, Bank Holidays and PDP Afternoons. The practice informs patients of the Out of Hours arrangements via posters displayed on the premises, the practice website and in the practice booklet. Any telephone calls to the surgery numbers out of surgery hours are managed as follows:

RECEIVED

28 JUL 2008

Managing Calls Between 6pm - 8am Weekdays

At 6pm the evening staff on duty are responsible to ensure that the telephone system is set to Night Service by selecting the correct preset sequence on the main telephone and subsequently checking that the service is in operation.

- The telephone system is preset with an answer message and patients who dial either the standard surgery number or the emergency line between 6pm and 8am are presented with the following message:

"Strathmore Medical Practice is now closed. If you need the urgent services of a Doctor out of surgery hours then you can contact Shropdoc by telephoning 08450 202131, the number again is 08450 202131. Emergency calls only please".

- Shropdoc will manage requests in line with their current policies and procedures.

Handling Calls between 8am - 8.30am Weekdays

- Shropdoc will handle calls between 8am -8.30am and pass over to the Practice on an ex-directory line number (01978 290905) any call requests that need the urgent attention of a GP. These are then passed to the responsible GP.
- Staff on duty at this time are responsible to ensure that the answer message facility is switched off at 8.30am to enable the practice to operate during normal surgery hours.

Managing Calls at Weekends, Bank Holidays and PDP Afternoons

- During Weekend and Bank Holidays patients who dial the surgery numbers will be given the same message as detailed above until the surgery is back to normal surgery hours.
- On PDP afternoons when the practice is closed for Training, the patients are given an alternative number to ring before 6pm and the normal out of hours number after 6pm.

No. 25446

Age 6 years CDS

Consultations



A Add E Edit D Delete P Print
F Filter Y Find year T Find text

2.8.2003 A & E Department Accident & Emergency Department
T: Seen in hospital casualty
P: Soft tissue injury left foot return if necessary

14.8.2003 Wrexham Gp Out Of Hours Co-Operative Out of Hours Co-Op GP
T: Patient given tel adv out hours
P: abdo hard nappy dry diff passing urine
D: no penile soreness no fever have dipstix see sos

11.11.2003 Externally entered Unspecified Doctor
D: *RA1 25.10.2003 OOH

18.11.2003 G.P. Surgery Dr [REDACTED]
E: swelling below both ears
O: looks well. apyrexial.? mumps. also born

<F2-help> <PgUp><PgDn><Home><End>

No. 25446. [REDACTED]

Age 6 years CDS

Consultations

A Add E Edit D Delete P Print
F Filter Y Find year T Find text

Rx: Amoxicillin Syrup Sf 125 mg/5 ml

1.12.2003 Telephone

Sister [REDACTED]

E: home visit request

S: Baby high temp 24hrs has cold not eating, having calpol 4 hrly ? had Mumps 1/52 not picked up since. Mum not well unable to come to surgery.

1.12.2003 Home Visit

Dr [REDACTED]

E: swelling front of L ear, temp, cough

O: apyrexial rash, oneck stiffness, ? has mumps bilateral otitis media, chest clear. script for ceporex 125mg 0.05% xylan nasal drops

22.12.2003 G.P. Surgery

Dr [REDACTED]

Onset E: Otitis media NOS

<F2-help> <PgUp><PgDn><Home><End>

No.25446.

Age 6 years CDS

Consultations



A Add	E Edit	D Delete	P Print
F Filter	Y Find year	T Find text	

S:and persistent glands in neck - review if doesn't settle - ? for bloods
 Rx:Penicillin V Elixir 125 mg/5 ml

24.12.2003 G.P.Surgery

Dr [redacted]

27.4.2004 G.P.Surgery

Dr [redacted]

Onset E:Tonsillitis

S:and lymphadenopathy

P:pen v - review if glands don't settle

10.5.2004 G.P.Surgery

Dr [redacted]

Onset E:O/E -cervical lymphadenopathy

S:cervical glands huge. Well in himself - was seen by Dr [redacted] 12m ago

P:refer Dr [redacted] urgent

<F2-help> <PgUp><PgDn><Home><End>

① WREXHAM G.P. OUT OF HOURS CO-OPERATIVE

Patient Name [REDACTED]
Address [REDACTED]
D.O.B. [REDACTED] Tel. No. [REDACTED]
Patients G.P. Dr. [REDACTED]
Symptoms Coughing when lying down / Swollen glands.

TRIAGE ASSESSMENT

OBJECTIVE (Examination)

ASSESSMENT (Diagnosis)

PLAN (Management/Advice)
Did Not Attend

Home Visit Advice Triage
Medical Attendance Centre Fax
Name of Visiting Doctor
Block letters

DATE
25-10-03

CALL NO.
114

TIME CALLED
20-39

TIME OF NURSE ASSESSMENT

RESPONSE TIME
DNA

OUTCOME

COMPLETED

TO GP IN
___ DAYS

FAXED TO SURGERY
TIME _____
DATE _____

ADMITTED TO DEPT _____

AMBULANCE BOOKED
TIME _____

No. 25446.

Age 6 years CDS

Past Drugs



R Restart C Cancel past drug
Y Yellow Card D Detailed Review

Past Drugs

Last Issued Item

09.11.2007	Flucloxacillin Oral Suspension 125 mg/5 ml 5 ml qds 150 ml
29.06.2006	Amoxicillin Oral Suspension Sugar Free 125 mg/5 ml 5 ml tds 100 ml
28.09.2004	Amoxicillin Oral Suspension 125 mg/5 ml 5 ml tds 100 ml
10.05.2004	Calpol Paediatric Sugar-Free Suspension 120 mg/5 ml 5 ml qds 200 ml
10.05.2004	Amoxycillin Oral Suspension 125 mg/5 ml 5 ml tds 100 ml
22.12.2003	Penicillin V Elixir 125 mg/5 ml 5 ml qds 100 ml
18.11.2003	Amoxycillin Syrup Sf 125 mg/5 ml 5 ml tds 100 ml
10.12.2002	Paracetamol Sugar Free Suspension 120 mg/5 ml asd 200 ml
10.12.2002	Orciprenaline Sulphate Syrup Sugar Free 10 mg/5 ml 2.5 ml tds 100 ml

<space bar> to mark more than one <tab> Hide problems <SF7> linker

No. 21802. Mrs Andrea [REDACTED]

Age 36 years CAVO

Consultations



A Add	E Edit	D Delete	P Print
F Filter	Y Find year	T Find text	

I: !Full blood count - FBC, kww - normal (*R2) (Links)

27.11.2003 G.P. Surgery

Dr [REDACTED]

E: sorethroat

O: tonsillitis+ . cx. adenopathy

Rx: Amoxicillin Oral Suspension 250 mg/5 ml

Co-Codamol 8/500 Effervescent Tablets

17.12.2003 Externally entered

Unspecified Doctor

D: *RA1 26.11.2003 OOH FORM

26.4.2004 G.P. Surgery

Dr [REDACTED]

Rx: Ceporex Syrup 500 mg/5 ml

P: ? tonsilectomy

28.7.2004 G.P. Surgery

Dr [REDACTED]

<F2-help> <PgUp><PgDn><Home><End>

TCB

WREXHAM G.P. OUT OF HOURS CO-OPERATIVE

Patient Name... Amber
 Address ... [redacted]
 D.O.B. [redacted] Tel. No. [redacted]
 Patients G.P. [redacted]
 Symptoms... shakes, can't swallow

TRIAGE ASSESSMENT
 ↑ temp + shakiness for 24hrs. Been using Paracetamol but still very hot. Throat very sore + reluctant to drink. Just had Nurofen

OBJECTIVE (Examination)

ASSESSMENT (Diagnosis)

PLAN (Management/Advice)
 Adv husband re alt. cooling measures + review in 1h to allow Nurofen to work.

Home Visit Advice Triage
 Medical Attendance Centre Fax
 Name of Visiting Doctor M. Cotton
 Block letters

DATE
26-11-03

CALL NO.
301

TIME CALLED
21-58

TIME OF NURSE ASSESSMENT

RESPONSE TIME
22-43

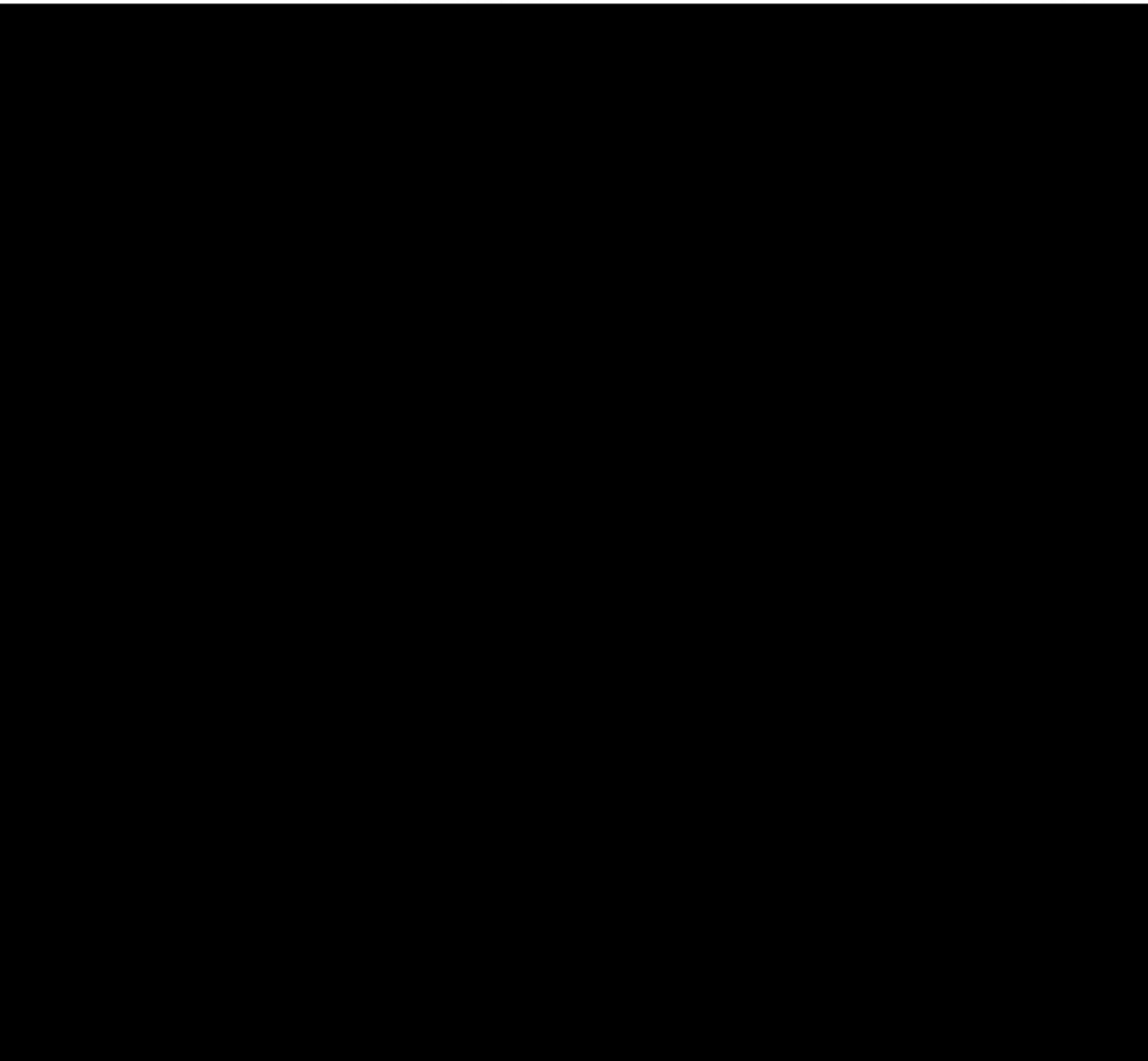
OUTCOME
COMPLETED

TO GP IN
 ___ DAYS

FAXED TO SURGERY
 TIME _____
 DATE _____

ADMITTED TO DEPT _____

AMBULANCE BOOKED
 TIME _____



Harriet Short

From: [REDACTED] (North Wales NHS Trust, Out of Hours) [REDACTED]
Sent: 24 November 2008 13:09
To: Harriet Short
Subject: RE: Request for papers

Hi Harriet

My previous response was based on the computer records that had been transferred from Shropdoc.

My recent response was from the search of the paper records.

I will arrange for the documents to be faxed over sometime today.

Regards,

[REDACTED]

From: Harriet Short [mailto:[REDACTED]]
Sent: 24 November 2008 11:51
To: [REDACTED]
Subject: RE: Request for papers

Dear Toni,

Many thanks for your response. I would be grateful if you would kindly fax the relevant records to the Inquiry, the fax number is [REDACTED]

Many thanks for digging out the paper archive files from the store room. In relation to your letter of 27 June 2008, in which you said that you carried out a search and there were no records to confirm that the family members contacted the service on 26 November 2003, was this done from another set of records?

Again, kind regards,

Harriet Short
24 November 2008

From: [REDACTED] (North Wales NHS Trust, Out of Hours) [mailto:[REDACTED]]
Sent: 24 November 2008 09:36
To: Harriet Short
Subject: Request for papers

Hi Harriet

I have at last been into the store room and managed to locate the boxes for 2003.

In answer to the questions in your letter of 30th July:

1. I cannot confirm that the procedure as detailed in the statement from [REDACTED] is correct as the service was run by Shropdoc at that time.
2. Looking at [REDACTED] statemtn, I confirm that the records currently held by Flintshire are: Call Sheets; Log sheets.
3. The scanned copy of the documents, I presume, have been retained by Shropdoc.

I have located two call sheets from the information you provided in your letter:

The first one is call no. 30 on 26th November 2003; and the remainder of your questions relate to this call:

4. This related to a call for Andrea [REDACTED] and can forward you a copy of this call sheet and log sheet.
5. At 21.58 the call was received; at 22.43 the patient was seen at the Centre by the doctor.
6. A Dr. [REDACTED] saw the patient, so was working for the organisation at that time.
7. The initials TCB - I have no idea who these relate to - you would have to speak to Shropdoc regarding this. I have noticed that TCB is written at the top of a number of call sheets so could be an abbreviation for something like "To Call Back", rather than initials for someone. However, this needs clarifying by Shropdoc.

Your last two questions relate to a possible contact on 25th October and this is the second call sheet that I came across:

A call was received about [REDACTED] at 20.30. The patient was apparently invited to the Centre but Did Not Arrive.

Once again I can forward the call and log sheets for this contact.

Can you confirm if you would like these faxed across to you.

Kind regards,

[REDACTED]
Out of Hours Manager
Flintshire Local Health Board
[REDACTED]

North Wales NHS Trust Email Disclaimer

Cymraeg
www.newalesnhstrust.org.uk/index.php?page=emaildisclaimer&lang=w

English
www.newalesnhstrust.org.uk/index.php?page=emaildisclaimer&lang=en

North Wales NHS Trust Email Disclaimer

Cymraeg
www.newalesnhstrust.org.uk/index.php?page=emaildisclaimer&lang=w

English
www.newalesnhstrust.org.uk/index.php?page=emaildisclaimer&lang=en



RECEIVED
24 NOV 2008



Bwrdd Iechyd Lleol
Local Health Board
Stry Fflint
Flintshire



Bwrdd Iechyd Lleol
Local Health Board
Wrexham
Wrexham

NEWDOC – Out of Hours

Deeside Community Hospital, Plough Lane, Aston, Deeside, Flintshire CH5 1XS



I Sylw/For the attention of:

Robert Hamill Inquiry

Fax Number/Rhif Ffacs:



Dyddiad/Date:

24th November 2008

Nifer y tudalennau/No of pages



Oddi wrth/From:



NEWDOC Manager

Neges/Message:

Information as per emails of 24th November 2008 between myself and Harriet Short.

RHYBUDD PREIFAT A CHYFRINACHOL

Mae's ffacs hwn yn hynod gyfrinachol ac wedi'i fwriadu ar gyfer y person neu'r sefydliad a nodir uchod. Mae'n bosibl ei fod yn cynnwys gwybodaeth freiniol a chyfrinachol ac os nad chi a ddylai ei dderbyn, ni ddylech ei gopïo, ei rannu na gwneud unrhyw beth ynglyn ag ef. Os byddwch chi'n derbyn y ffacs hwn mewn camgymeriad, a fydddech chi gystal a rhoi gwybod i ni ar unwaith a'i ddychweyd i ni drwy'r post. Byddwn yn ad-dalu'r gost.

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Os na fydd un o'r tudalennau hyn yn glir, a fydddech chi cystal a'n hysbysu gynted a phosibl ar y rhif ffacs uchod

If any of these pages are not received satisfactorily, please advise as soon as possible on the above fax number.

74264

Wrexham GP Out of Hours Co-operative Limited
DOCTORS Daily Call Log Sheet

Sheet No. 1 of 2

Doctor's Name [REDACTED]

Day/Date Wed. 26.11.03

Locum _____

Population 111,452 R+P

Confirmation of NIGHT DOCTOR's attendance (time) _____ Shift Centre / Visit / Night / Floater

Shift 0800-1200 / 0900-1300 / 1200-1800 1800-0000 0000-0800 / Floater _____ Bank Holiday Yes (No)

SCAN NO	Call No	Time Recd	Home Visit Time	Centre Visit Time	Advice (Time)	First Name & SURNAME	N/V	DNA	Drop In	Hosp	Comments
01	1	1801			1821						
02	2	1817			1836						
03	4	1823			1840						
04	5	1833			1842						
05	3	1818		1845							
06	7	1812		1853					✓		
07	10	Fill		1915	1915						
08	12	1935			1936					✓	A&E D. rec.
09	6	1842		1933							
10	8	1854		2000							
11	15	1955			2005						to call 999
12	14	1952			2013						
13	13	1935			2006						
14	18	2001		2056					✓		
15	16	2000		2077							
16	21	2052			2097						
17	24	2118			2100						to call 999
18	19	2058		2115							
19	20	2042		2138						✓	Paeds
20	22	2054		2150							
21	23	2100		2218							
22	28	2142			2230						
23	23	2115		2239							
24	30	2158			2243	And. rec.					
25	26	2134		2253							
TOTAL	25			12	13				2	2	

Analysis

	Totals	Home Visit	Centre Visit	Advice	Hosp
DAY	0800 - 2200		9	11	
NIGHT	2200 - 0800		3	2	

Receptionists Name [REDACTED]

Signature [REDACTED]

Scan input date 27-11-03

PA

WREXHAM G.P. OUT OF HOURS CO-OPERATIVE

Patient Name Archer
 Address [REDACTED]
 D.O.B. [REDACTED] Tel No [REDACTED]
 Patients G.P. [REDACTED]
 Symptoms Shaking, chest squeezing

DATE
26-11-03

CALL NO.
30

TIME CALLED
21-58

TIME OF NURSE ASSESSMENT

RESPONSE TIME
22.43

OUTCOME
COMPLETED

TO GP IN
 _____ DAYS

FAXED TO SURGERY
 TIME _____
 DATE _____

ADMITTED TO DEPT

AMBULANCE BOOKED

TRIAGE ASSESSMENT
 ↑ temp & shakier for 24 hrs. Been using paracetamol but still very hot. Throat very sore & reluctant to drink. Just had Nurofen

OBJECTIVE (Examination)

ASSESSMENT (Diagnosis)

PLAN (Management/Advice)
 Adv husband re alt. cooling measures & review in 1th to allow Nurofen to work.
 Home Visit Advice Triage
 Medical Attendance Centre Fax
 Name of Visiting [REDACTED]

Wrexham GP Out of Hours Co-ordinator 01244834971

DOCTORS Daily Call Log Sheet

Sheet No. 1 of 1

Doctor's Name Hopps

Day/Date Sat 25/10/03

Locum _____

Population 120,175

Confirmation of NIGHT DOCTOR's attendance (time) 19-15 Shift: Centre / Visit (Night) Floater

Shift 0800-1200 / 0900-1300 / 1200-1800 / 1800-0000 / 0000-0800 / Floater _____ Bank Holiday Yes / No

SCAN NO	Call No	Time Recd	Home Visit Time	Centre Visit Time	Advice (Time)	First Name & SURNAME	N/V	DNA	Drop In	Hosp	Comments
01	114	0039				Sammy [redacted]		✓			DNA
02	123	0137	0155			[redacted]	✓				84442
03	124	0152			003						844428
04	125	02			008						844431
05	126	0161		0207			✓				844438
06	127	0227	0205				✓				844456
07	128	0254	0414				✓				844460
08	129	0425			0435						844466 TT
09											
10											
11						no further advice					
12						calls.					
13						Confirmed @ 8:00am					
14											
15											
16											
17											
18											
19											
20											
21											
22											
23											
24											
25											
TOTAL	9		3	1	3		4	1			

Analysis

	Totals	Home Visit	Centre Visit	Advice	Hosp
DAY 0800 - 2200					
NIGHT 2200 - 0800		3	1	3	

Receptionists Name [redacted] Signature [redacted]

Scan input date 26/10/03 [initials]

WREXHAM C.P. OUT OF HOURS CO-OPERATIVE

Patient Name
Address

Tel. No. [Redacted]
D.O.B. [Redacted]
Patients G.P. [Redacted]
Symptoms ... Coughing when lying down + 500kts
TRIAGE ASSESSMENT ... guards.

OBJECTIVE (Examination)

ASSESSMENT (Diagnosis)

PLAN (Management/Advice)

Did not attend

Home Visit Advice Triage
Medical Attendance Centre Fax
Name of Visiting Doctor

DATE	25-10-03
CALL NO.	114
TIME CALLED	20-39
TIME OF NURSE ASSESSMENT	
RESPONSE TIME	N/A
OUTCOME	
COMPLETED	
TO GP IN ___ DAYS	
FAXED TO SURGERY	
TIME DATE	
ADMITTED TO DEPT	
AMBULANCE BOOKED	