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| | <p>notified, however Ronan stated that a consensus from the group was required. Patricia to link with Melanie, Maria and Mark.</p> <p>10/02/21 - Agreement that family would be notified. Update to be secured from Martina Corrigan. 03.03.2021 To email Martina to see if Mr Donaghue has met with patient's family. 14/04/21 - Martina not aware that this needed to be carried out. Carly liaising with Patricia re same.</p> <p>19/05/21 - I can confirm that Mr Haynes has telephoned Patient's Wife this morning and advised her that her husband was part of the original SAI into urology services. He firstly apologised and then advised her about the original review into the triage of GP referral letters. He advised her that the review looked at two aspects. 1. What can be done about the process and the consultant? 2. What impact the delay in referral letters had on the patients overall care. He advised that we would follow up with the learning to the family. We will agree a letter for Melanie to send but I do believe all the patients involved in these cases new and old urology reviews should have a formal apology from the Trust.</p> <p>26.5.21 Mr Haynes spoke with family. CLOSE</p> |
| <p>Decision on Level Review Type AND rationale for this:</p> | |
| <p>Nominated Review Team: <i>(Consider need / benefit of independent external expertise)</i></p> | |
| <p>Is it appropriate to inform the Medical Executive/Executive Directorate of Nursing?</p> | <p><input type="checkbox"/> Yes <input type="checkbox"/> NO</p> |
| <p>Contact for service user and / or designated relatives / carers: <i>(Either Lead</i></p> | |

Quality Care - for you, with you

19 February 2018

Our Ref:

Private & Confidential

Patient 15

Irrelevant Personal Information

Dear

Patient 15

The Southern Health and Social Care Trust received a urology referral from your GP. There was a delay in the processing of this GP referral.

When the Trust identified this delay it commissioned a Serious Adverse Incident (SAI) review. The purpose of the SAI review is to establish what happened, why it happened, impact if any on patients and what learning could be obtained. In order to have a degree of independence and integrity, the SAI review is chaired by senior doctor not directly involved in the patient's care.

An integral part of this SAI review is to engage and inform those patients included in the review. To this end The Trust would encourage your participation in the SAI review whilst fully understanding and respecting if you choose not to participate.

Irrelevant Personal Information

if your preference is to wait until the SAI review is completed I will write to you again to offer the sharing of the draft report and provide you with an opportunity to comment on the report.

However should you wish to take up this opportunity or require additional information please contact Mrs Trudy Reid on Personal Information redacted by USI

Yours sincerely,



Mrs Esther Gishkori
Director of Acute Services

1 November 2018

Our Ref:

Private & Confidential

Patent 15
Personal Information redacted by USI
[Redacted]
[Redacted]
[Redacted]

Dear Patent 15

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An integral part of this SAI review is to engage and inform those patients included in the review. To this end The Trust would encourage your participation in the SAI review whilst fully understanding and respecting if you choose not to participate.

Patent 15 if your preference is to wait until the SAI review is completed I will write to you again to offer the sharing of the draft report and provide you with an opportunity to comment on the report.

However should you wish to take up this opportunity or require additional information please contact Mrs Trudy Reid on Personal Information redacted by USI.

Yours sincerely,

Mrs Esther Gishkori
Director of Acute Services

King, Dawn

From: Farrell, Roisin
Sent: 21 November 2018 08:24
To: Reid, Trudy
Cc: McAloran, Paula
Subject: FW: Outstanding Notifications, Acknowledgements & Holding letters for approval
Attachments: Advising family report is complete reviewed.doc; Advising family report is complete reviewed.doc; Acknowledgement to family re deceased relative.docx; Acknowledgement to family re deceased relative.docx; HOLDING LETTER.doc; HOLDING LETTER.doc; Acknowledgement to family re deceased relative.docx; Appendix 1 - Notification Form.docx; HOLDING LETTER.doc; HOLDING LETTER.doc; HOLDING LETTER.doc; HOLDING LETTER.doc; HOLDING LETTER.doc; Acknowledgement letter.docx; Acknowledgement to Patient.docx; Acknowledgement to family re deceased relative.docx; Appendix 1 - Notification Form.docx; Acknowledgement to family re deceased relative.docx; Acknowledgement to family re deceased relative.docx

Importance: High

Trudy
Did you get a chance to review these outstanding acknowledgments, holding letter and notifications for approval

Kind Regards

Roisin Farrell
Clinical & Social Care Governance Team
Directorate of Acute Services
The Maples
Craigavon Area Hospital

Extension Personal Information redacted by USI
Number Personal Information redacted by USI

From: Farrell, Roisin
Sent: 02 November 2018 12:50
To: Reid, Trudy
Cc: McAloran, Paula (Personal Information redacted by USI)
Subject: Outstanding Notifications, Acknowledgements & Holding letters for approval
Importance: High

Trudy
Please see attached for approval

Personal Information redacted by USI – Letter advising report complete, but to date it has not been sent to HSCB. – in the meantime will I issue a holding letter?
Personal Information redacted by USI – Letter advising report complete, but to date it has not been sent to HSCB. – in the meantime will I issue a holding letter?
Personal Information redacted by USI – Email to family advising response to queries almost complete, awaiting approval
31.10.18

Patient 16 – Urology - Holding letter issued 31.10.18

Personal Information redacted by USI was not informed about the SAI. Please see attached acknowledgment.

Notification to HSCB on 2.8.18

Personal Information redacted by USI – Internal acknowledgment attached for your approval

Personal Information redacted by USI – Holding letter attached for your approval

Personal Information redacted by USI – Holding letter attached for your approval

Personal Information redacted by USI – Acknowledgment attached for approval

I have attached notification for your approval too

Personal Information redacted by USI – Holding letter attached for your approval

Patient 13 – Urology – Holding letter attached for your approval

Patient 12 – Urology – Holding letter attached for your approval

Personal Information redacted by USI – Urology – Holding letter attached for your approval

Patient 11 – Urology – Holding letter attached for your approval

Patient 15 – Urology – attached is acknowledgment for your approval, this is the only Urology patient that hasn't been advised of the SAI

Personal Information redacted by USI – Will I send Personal Information redacted by USI a holding letter, Can we please discuss as Personal Information redacted by USI has not been sent the 2 report and CYP have not nominated anybody

Personal Information redacted by USI – Notification & Acknowledgment for approval

Personal Information redacted by USI – Holding letter attached for your approval

Personal Information redacted by USI – Internal review, Acknowledgement attached for approval

Personal Information redacted by USI – Acknowledgement attached for approval. Personal Information redacted by USI on PAS as brother

Kind Regards

Roisin Farrell

Clinical & Social Care Governance Team

Directorate of Acute Services

The Maples

Craigavon Area Hospital

Extension
Number

Personal Information redacted by USI

Personal Information redacted by USI