Patient 15 Personal Information redacted by USI	
	notified, however Ronan stated that a consensus from the group was required. Patricia to link with Melanie, Maria and Mark. 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.
	19/05/21 - I can confirm that Mr Haynes has telephoned 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. 26.5.21 Mr Haynes spoke with family. CLOSE
Decision on Level Review Type AND	
rationale for this:	
Nominated Review Team: (Consider need	
/ benefit of independent external expertise)	
Is it appropriate to inform the Medical	
Executive/Executive Directorate of	Yes NO
Nursing?	
Contact for service user and / or	
designated relatives / carers: (Either Lead	



Quality Care - for you, with you

19 February 2018

Our Ref:

Private & Confidential



Dear



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.

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

Yours sincerely,

Director of Acute Services

PAT-001137



Quality Care - for you, with you

1 November 2018 Our Ref:

Private & Confidential



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.

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 reduced 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

From: Farrell, Roisin

Sent: 02 November 2018 12:50

To: Reid, Trudy

Cc: McAloran, Paula (

Subject: Outstanding Notifications, Acknowledgements & Holding letters for approval

Importance: High

Trudy

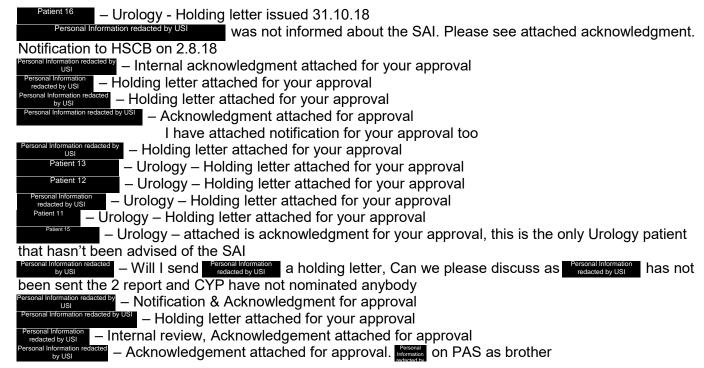
Please see attached for approval

Personal Information — Letter advising report complete, but to date it has not been sent to HSCB. — in the meantime will I issue a holding letter?

- Letter advising report complete, but to date it has not been sent to HSCB. – in the meantime will I issue a holding letter?

- Email to family advising response to queries almost complete, awaiting approval

31.10.18



Kind Regards

Roisin Farrell

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

Extension
Number