	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 Nursing?	Yes NO
Contact for service user and / or designated relatives / carers: (<i>Either Lead</i>	

HCN Personal Information redacted by USI

Patient 15

PAT-001136



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.

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,

Mrs Esther Gishkori Director of Acute Services

PAT-001137



Quality Care - for you, with you

1 November 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.

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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 Reference information reference by USE.

Yours sincerely,

Mrs Esther Gishkori Director of Acute Services

PAT-001216

King, Dawn

From:	Farrell, Roisin
Sent:	21 November 2018 08:24
To:	Reid, Trudy
Cc:	McAloran, Paula
Subject: Attachments:	FW: Outstanding Notifications, Acknowledgements & Holding letters for approval 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; 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; 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

Roísín Farrell

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

Extension Number

Personal Information redacted by USI

From: Farrell, Roisin
Sent: 02 November 2018 12:50
To: Reid, Trudy
Cc: McAloran, Paula (Persona Information reduced by USI

Subject: Outstanding Notifications, Acknowledgements & Holding letters for approval Importance: High

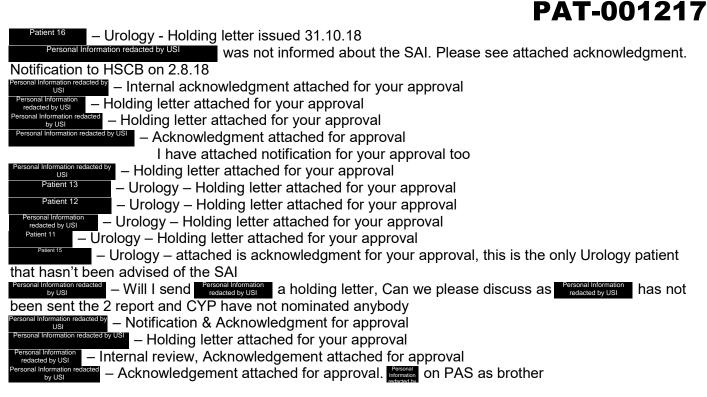
Trudy Please see attached for approval

Personal Information reducted 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?

- 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

Personal Information redacted by USI Extension Number