

Notes from meeting held on 18th September 2002

Present: SSN Anita Tubbritt
 SN Beverley Turnball
 Betty Woodland (RCN Representative)
 Jane Parvin (Personnel Director)
 Toni Scammell (Senior Nurse)

The purpose of the meeting was explained to all present

JP handed back photocopies of the documents that AT & BT had given to TS on Monday 16th September, she explained the reason why she couldn't hand back the original documents.

JP asked questions with reference to the documents throughout the meeting.

How did this all start?

Sylvia Giffin approached Beverley Turnball concerned about the numbers of patients on syringe drivers. BT couldn't remember when in 1991 this was but thought it could have been towards the end. AT had these discussions before this time. She gave an example of a patient who was placed on a syringe driver for 3 months.

AT continued to explain that she was doing her ENB 941 (care of the elderly) as part of this course they had to complete a piece of project work, due to concerns on the ward AT decided to look at pain control. She discussed this with her tutor Gerri Whitney who said these issues had been raised before. AT then set up a meeting with Gerri Whitney on 31st October 1991.

Post meeting: Following the meeting AT went to see Isobel Evans (Patient care manager) who was pleased that she had been told but concerned that she had not been invited to the meeting.

The meeting then went back to documentation dated 11th July 1991

AT & BT asked who set this meeting up?

Sylvia Giffin asked for this meeting, after the meeting it was suggested that staff didn't know enough about syringe drivers and pain control. After this meeting an education and training programme was set up to improve the knowledge they lacked.

Linda Foster (palliative care nurse) - How to set up syringe drivers
 Steve King- pain management training

How did they feel after this training?

Knew they needed the training but still had concerns. AT visit Isobel Evans again frustrated and still concerned that no one was listening.

Why seeing Isobel Evans and Not Clinical Manager?

Had seen Gill Hamblin but difficult to approach, always sided with Dr Barton. They felt they never got satisfactory answers when they challenged Dr Barton

she would reply that they didn't know what they were talking about and then wouldn't speak to them as she felt hurt.
 Gill Hamblin would speak to them but made Sylvia Giffin feel she was a trouble maker, she was older and didn't understand. If Sylvia made an error it was highlighted more then if someone else had made the same mistake.
 Both AT and BT didn't know where to go.

Isobel Evans Memo dated 7th November 1991

How did you feel?
 Can't remember

Letter from Steve Barnes RCN dated 22nd November 1991

JP referred to the letter dated 4th November and memo dated 7th November. Sylvia Giffin contacted the RCN obtaining advise from Keith Murray. Sylvia had commented that before this time deaths occurred rarely on the ward, but suddenly they could have as many as three deaths a night.

It stated that a policy was going to be written, AT & BT agreed to this it was to include guidelines and information about setting up a syringe driver. AT & BT could not remember seeing one.

Keith Murray's letter dated 2nd December 1991

Meeting held at Sylvia Giffins house, a lot of staff there but mainly night staff. The purpose of the meeting was that they were still not satisfied with outcome so KM wrote to Chris West on 2 / 12 / 1991

Letter from Isobel Evans dated 5th December 1991

Why didn't Mrs Evans get a list?

AT explained not all information available
 JP asked how they felt now -

- threatened
- staff aware now including day staff
- being ignored
- anxious

Isobel Evans felt that AT was too emotional due to family illness

Minutes dated 17th December 1991

AT remembers this meeting as management was one side of the room and ward staff on the other ("looked like a panel")
 Felt they were put on the spot - Staff had received training so didn't know what they were talking about now.
 AT said that she had obtained a lot of information and research and tried to cascade to staff.