

General Secretary:  
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Her Majesty Queen Elizabeth  
the Queen Mother  
Her Royal Highness  
the Princess Margaret  
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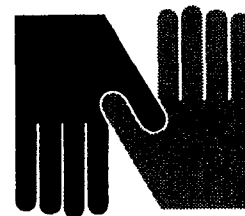
**Code A**

11th January 1992

Mrs Beverley Turnbull,

**Code A**

ROYAL  
COLLEGE OF  
NURSING



Dear Beverley,

I have now heard from Chris West District General Manager, in his letter Chris has passed the situation onto Max Millett Unit General Manager. I was at a meeting with Tony Horne General Manager, Community Unit who informed me that he had already spoken to Bill Hooper about the concerns that I had put in my letter to Chris West, Tony will be getting back to me in due course. I hope this is clear!

I know that after your last meeting with Mrs Evans your concerns may be alleviated, I still feel that the underlying problem is still there. I therefore hope that you agree with allowing this to run the course.

With best wishes for 1992.

Yours sincerely,

**Code A**

Keith Murray

Branch Convenor

25 Dysart Avenue,  
East Cosham,  
Portsmouth,  
Hants. PO6 2LY



**Syringe driver & Pain control courses attended.**

Pain control and use of the Syringe driver  
(L. Foster) 1 hour, 10/12/90.

Pain Management.  
(Steve King) 2 hours, 20/8/91.

ENB 941 (Drug review – pain control, Article review – Use & Abuse of Syringe drivers) 1991 – 1992.

Psychological Aspects of care & Pain control  
(E. Cole – Jubilee House) 1 day, 13/2/92.

RCN Palliative care update,  
Sept 1992.

Administration of drugs in the community & community hosps.  
(Miranda Knight & Barbara Robinson) 1 day, 7/3/94.

Palliative care group 'At a loss',  
QAH 1 day, 7/11/94.

RCN UPDATE – ukcc Guidelines on drug administration & record keeping  
½ day, 22/2/96.

Effective pain control & management  
QAH Elderly med. 11/2 hours 27/11/98.

Syringe drivers & drug compatibilities

(Rhonda Cooper) 2 hours, 11/5/99.  
Update into use of Opiates  
(DR Bee Wee) 1 hour, 26/8/99.

Palliative care issues including pain control  
1 day, 12/5/00.

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.

How did they feel at the end of the meeting?

Felt they had not got any further, they were fed up, not supported, angry and frustrated.

Had Dr Logan spoken to you?

Never spoken to him except at this meeting - no individual meeting  
Told that Dr Barton had or was about to go on a palliative care course so had the best knowledge.

Keith Murray Letter dated 11th January 1992How did they feel?

- Left to run course
- awaiting policy
- Felt they had done as much as they could

Did things change?

Briefly but started again gradually

AT & BT felt they had gone as far as they could - you can only be told so many times that you don't know what you are talking about.  
Things gradually went back to normal and both AT & BT accepted back into the team but not for Sylvia Giffin. Both AT & BT felt the blame went on Sylvia's shoulders if she made a mistake it was highlighted more.  
They continued to express concerns about Diamorphine, they were accepted positively at the time but went no further.  
Dr Barton would prescribe Syringe drivers and left nurses to set up, some nurses would assess the patient nurses and if they were unhappy about commencing the syringe driver wouldn't. Unfortunately this did not include all staff, and there was always somebody happy to do this.

Over a period of time the patient group changed.

Why was this not brought to anyone's attention before?

Complaints - not always aware of complaints

- Knew that one day their issues would be raised.
- Didn't bring up with Gill Hamblin as she was stressed with complaints herself.
- BT didn't speak to Gill Hamblin, she didn't have a rapport with her. She was frightened what would happen to her, she didn't want to cause anymore trouble.

- Margaret Wigfall didn't want to go though it again - they tried to respect each other and all had to agreed on action.
- They didn't want to upset Gill Hamblin or Dr Barton
- Concerned they would be sacked or moved
- wouldn't be supported
- would be named a trouble maker

#### Why did they decide to speak to TS

AT had rung TS's office on a couple of occasions when she felt brave, but TS not there so didn't leave a message.  
 AT & BT said the recent newspaper article which stated that no one had ever challenged and the CHI report that commented on the lack of training made them angry because they had brought this to peoples attention and they felt brave to do it now.  
 AT commented on her F grade interview when Isobel Evans said " your heart is in the right place although a troublemaker at times".

#### Other comments made at this meeting

They were then based at Redcliffe where they felt isolated. They never saw the night sister and the off duty was completed over the phone.

Sr Goldsmith would visit.

#### Does anyone else have information?

Yes Sylvia Giffin

#### Who Else knows about the folder?

Fiona Walker - SSN Sultan ward  
 Maraget Wigfall - EN Dryad ward

Lynn Barrett - (SN on Dryad) approached AT & BT after staff meeting (16/09/02) and said "if that information got out there would be trouble"

trouble for who - the reply was for old redcliffe staff (her & Gill)

#### How did they feel about working with Gill?

BT - don't have much contact now

AT - GH wouldn't approach subject because of incident that happened recently.