

Dr Pam Dawson

Correspondence: Official Complaint Letter

12.00 Midnight:

Went to nurse's station to tell staff nurse to put new water bottle in for Hayley's vapour/oxygen tube which she did straight away. I saw Pam Dawson and gave her a big hug, thanking her for looking after Hayley. I said I was so glad that she and staff nurse Hayley were there in the early hours of Tuesday morning and I was really, really grateful to them both.

Special Note:

SHO Pam Dawson was excellent, she responded quickly and professionally. I am eternally grateful to her.

10/11/09

At 1.30am I gave Hayley her gravity feed because she was too exhausted to take the bottle but she did guzzle 30ml of water from her sippy cup. I gave her the gravity feed myself as I liked sitting her on my lap and doing it slowly. When I put her back in the bed she vomited, I cleaned her up and washed her down. I noticed her breathing was noticeably worse and called the staff nurse Hayley who fetched SHO Pam Dawson who acted very quickly. Pam was terrific, she organised an x-ray and rang PICU. The x-ray personnel wanted Hayley to come down to the x-ray department, she told them in no uncertain terms that she had a baby in severe respiratory distress and to get up to Ward 11 immediately.

The first x-ray failed and they had to take another one. Pam put Hayley in a head box with 5 litres of oxygen, set up IV fluids and instructed Nil by Mouth. Staff Nurse Hayley was great too; she kept an eye on my wee Hayley when Pam asked if I wanted to take a look at the x-ray. I was very grateful. Pam kindly showed me the x-ray which had been taken earlier in the day and then the most recent x-ray, I was very shocked as I could see a big difference. I could see the upper right lung slightly collapsed in the first x-ray but the second x-ray showed her right lung was very consolidated, (she told me in layman's terms that it was full of gunk) there was hardly any black area which she explained represented area for Hayley to get her breath but most worryingly of all, Hayley's left lung was compromised. All I could think was this was hideous; this could have been so easily avoided.

Pam told me that PICU said she would need a hell of a lot of physio, I asked Pam to get PICU ready for Hayley, she said she would need to speak to her senior but not to worry, PICU was always ready. Pam rang physio at approximately 2.30am to get Hayley help straightaway but I didn't see physio until 8.30am. Pam tried her best.

I talked to SHO Pam later that night; she asked me why the hell were we in ISOLATION? I told her I thought I was being punished because I told everyone all morning that Hayley had been neglected. She went to check straight away and when she came back she said that she had written on the doctor's notes for staff to be on the lookout for any symptoms that could be SWINE FLU. There was a case in the leukaemia ward and she was being really careful. I didn't quiz Pam any further because I trusted her, although I did feel uneasy and suspicious.

Correspondence: Letter to BCH.

RESPIRATORY FAILURE

Pam Dawson SHO was EXCELLENT BUT HER SENIOR COLLEAGUES DID NOT SUPPORT HER.

THEY MADE HER A SCAPEGOAT.

SHO PAM DAWSON was excellent

- She reacted immediately when Hayley was struggling to breathe
- She made the X-ray Department bring up their mobile unit to Ward 11. They wanted me to take Hayley to them.
- She made the X-ray Department come back again straight away when the first X-ray was blurred.
- She put Hayley in a headbox put a line in and administered I.V fluids immediately.
- She rang around to try and get Hayley PHYSIO IMMEDIATELY.

She took action quickly and resolved the situation in half an hour – 40 minutes.

But the most important thing that she did was asked me if I wanted to look at the chest X-rays.

She was the only medical team member who involved me in my child's care.

She treated me like a human being.

I was so grateful – I told her I didn't understand what the hell was going on and why would they let Hayley's lung collapse.

I was horrified when I saw the x-rays.

I was horrified even before she explained what was going on with Hayley's lungs.

I TOLD HER TO GET PICU READY FOR HAYLEY.

"She told me that PICU told her Hayley needed a hell of a lot of PHYSIO after they looked at the x-rays".

The Hospital Investigation Reports

"The doctor telephoned the duty cardiology registrar to share her concerns of the patient's condition and whether a review by the PICU team or antibiotic therapy was appropriate.

The cardiology registrar advised not for a physiotherapy or PICU review unless further clinical deterioration and to await further discussion with the consultant in the morning".

HOW SICK DID HAYLEY HAVE TO GET BEFORE PICU WERE INVOLVED?

WHY DID YOU WAIT UNTIL SHE WAS AT DEATHS DOOR?

PAM DAWSON TRIED HER BEST BUT HER SENIOR COLLEAGUES LET HER DOWN AND USED HER AS A SCAPEGOAT.

Correspondence: Notes of Interview

Pam was asked to see HF. Can't remember what nurses said but HF was not reported to Pam as urgent. When Pam saw her she was in Respiratory Distress and looked shocking.
Did not look well – face oxygen
Gas OK (bit still concerned)
Sternum recession / respiratory distress
Radiographer wanted her to go down but Pam insisted not well enough. She was grunting
X-ray showed collapse of left lung – considered to be an extension of an existing condition not a new condition.
Saw HF at 2.10am requested x-rays and gas, D/w REG, reviewed x-ray and HF at 3.00 – sternum recession, pale and clammy D/w REG again.

Note: "not reported to Pam as urgent".

REG not too concerned. Pam was concerned – she saw big white out on the x-ray wondered if we needed a PICU review or antibiotics. Did want the REG to review out of hours, wanted to be pro-active, can't remember if she explicitly asked REG to attend. The Previous plan agreed by Consultant previously was to get physio in the morning so REG suggested we discuss with Consultant in the morning. If she got worse then consider getting physio at night, nil by mouth and put head box to increase oxygen.

Note: "REG not too concerned. Pam was concerned.

Gas is used as an indicator to get into PICU – if Gas is OK then "they are not really interested".

Very nervous about speaking to PICU – a bit presumptuous for SHO to speak with PICU, need to have back up data (gases) to justify discussion.

Note: problem with hierarchy and need justification (specifically gases).

10th Evening 20.30 Pam was again on night shift. – HF not mentioned in handover, so Pam asked about her. At handover given a written sheet highlighting troublesome issues or tasks which need completing (more often task centred). HF not highlighted at handover.

Note: Hayley not highlighted at handover.

Saw HF at 7.00 – was asked to see her. Previously explained to mum respiratory distress signs, mum said that following this advice she felt that HF was getting worse. Pam checked HF and said she felt she looked better

Note: Mum advising Pam that Hayley was getting worse.

Mum was generally an anxious mum, always there and wanted to know what was being done. Pam felt the relationship between mum and the nursing staff was OK. She felt that no-one else had listened to her. Mum was hard working and pleasant.

Note: Mum advising that no-one was listening to her.

Learning:

Pam stated that since the incident she has reflected on her own learning and has identified the following:

- To trust instinct
- Insist REG come and review
- Force PICU review if she considers it appropriate.

Correspondence: Transcript of Coroner's Court

When I reviewed her she was grunting intermittently and had sternal recessions, indicating severe respiratory distress. She was also pale and clammy. She looked alert but miserable and unwell.

Q. How did you view Hayley?

A. I was very - I was wary of Hayley's condition because she had been so unwell the previous night, but in handover she wasn't handed over to me or highlighted to me as somebody who I should watch out for. I did have to ask about her.

Q. Then you were next asked to review Hayley at approximately 07.10 on 11th November.

A. Yes.

Q. For increased difficulty in breathing. Was that a nurse or was that Paula coming to you?

A. I think Paula had asked the nurse to call me.

Note: Paula has to ask nurse to call Pam.