

Dr V Diwaker

Correspondence: Meeting at BCH 22 December 2012

In the following extract Paula puts a question to Dr Diwaker and asks why he thought it appropriate to use Hayley as a publicity tool to promote the hospital.

PS – no, all right, I will tell you what it is, erm, I have done a lot of research on the hospital but it's just to find my own questions, do you know what I mean, and erm, so it's just trying to work out the culture and it's trying to work how you do things and all that there and erm, and I came across an article and I was really upset by that and I just wanted to ask him. It was really a personal thing, so, I was just going to ask him, (sigh), all right, er where is it? OK, It's the Birmingham Children's Hospital battles back to good health after criticism and erm, it's basically around the time just before you have the commissioning, you were doing a big PR spiel, you know, and we know Birmingham is going to be one of the 'Centres of Excellence' cause you are so good and you have got all the (inaudible) and all the facilities...

SS/BF – but...

PS – and I just thought, yey, but at the end of the day, you see, I haven't told Hayley's story because I didn't want to scare anybody but I wanted to make people aware. So what happened to Hayley needed to be told but I was trying to do it in a professional format, to have, and say, hey listen look, look what happened to my child but these people have got their heads screwed on, look how they have reacted, responsibly, look how they have reacted professionally, and look how they have reacted humanely, ok, so then I found stuff like this, and I just go, why the hell do I even bother.

So, erm, you probably know what it is already, er, so Dr Diwaker he's doing a publicity spiel and he is, you know, telling us how wonderful the hospital is, you know, "there're children who can now survive but wouldn't have 20 years ago. Although we have one of the largest Intensive Care departments in the UK, this will make this even bigger. It is also one of the most renowned. We get patients coming from as far away as Australia". Now I rung, everybody in Australia. I have talked to everybody in Australia. It is a small community. No child has been sent from Australia, ok, to Birmingham Children's Hospital. There has been a couple sent to Great Ormond. So at the end of the day, the child that he was referring to "we get patients coming from as far away as Australia", is Hayley! So (sigh) Hayley was used as a leverage for publicity, she was used as a tool to promote your organisation and she was basically erm, used, used and abused and I made it very clear with Dr Diwaker in January, the only thing that I have left now is my child's memory and erm, I don't want anybody giving me sincere apologies. I don't want anybody making empty promises and I don't want anybody giving me lip service really, and erm, so I'm trying to tell Hayley's story to.. It's a cautionary tale. Everyone's got their own story. You've got your story. You've got your story. You've got your story. You've got yours. Everyone's an individual and they've got their own story. So at the end of the day, to use and manipulate Hayley's unique circumstances to promote...

BF – Can I just add a few little facts in that. 1 – Hayley wasn't Australian. Hayley hasn't even been to Australia.

PS – but she was meant to be.

BF – Hayley was a UK citizen. It doesn't mention in the report that Hayley was what I called killed 6 months earlier, erm, and it also doesn't mention there is an inquest into Hayley's death. That never should have been ever put in the paper.

<http://www.dailymail.co.uk/news/article-1084247/Standard-care-British-childrens-hospital-worse-developing-world.html>