

9. They did tests on Zara and on 1st December 1986 she was underwent a *left* shunt closed operation. Mr Dhasmana performed the procedure. He had drawn a diagram for Colin beforehand and explained that there was a good chance of success. We had no problem with him. The procedure went well and afterwards Zara went into ITU. She was pinker and we became more hopeful that she was a little better. Dr Jordan told that she would need a *right* shunt sooner rather than later. He led us to believe that they would be unable to fix Zara's heart and that she would be having a transplant some time in the future. We took her home.
10. While she was at home she gained a little weight. We took her to an appointment with Dr Joffe, who held an outpatients clinic at Morrison. In August 1987 she went back to Bristol for a right Taussig shunt at the BCH, which was satisfactory. However, there was something about the way she had been treated at Bristol that had been niggling us since the start. We had not been happy with our treatment by Dr Jordan – in particular, the manner in which we were initially sent home with little hope of Zara surviving and then called back for an appointment 3 months later.
11. We were also not happy with the physiotherapy Zara was given in the ITU at Bristol. The physiotherapist was overly aggressive with her. Zara was painfully crying out. She had not been distressed before. Colin lost his temper and called the sister to get the physiotherapist to stop. She stopped but we had lost all faith in Bristol and no longer wanted Zara to be there.
12. While we had been in ITU we had met a nurse called Roger Barton. He had come to Bristol from Great Ormond Street for a one year course. We became friendly with him over time and eventually he did a thesis on Zara's condition. We told him that we were feeling uneasy about things – especially the way Dr Jordan had misled us. He told us to get her out and take her to Great Ormond Street. He told us that GOS was one of the best centres in the world and that Marc de Leval was one of the best surgeons.

13. Mr Dhasmana had told us that they would need to do a further central shunt when Zara was a little older. When we came home Colin went straight to our GP and told him that we were not happy with Bristol. He said to him, "If it was your child, would you send her to Bristol or to Great Ormond Street". Dr Lupini said he would send her to Great Ormond Street so we decided to move her. While Colin was there, Dr Lupini called Bristol. When he told the person on the phone that he wanted Zara transferred, they said no and he fell into an argument with them. He finally said that he wanted everything sent to London, including all Zara's echo results and videos.
14. We later had confirmation from Great Ormond Street that Zara had been transferred and would be having an outpatients appointment with Dr Taylor, a cardiologist. On the day of the appointment (we cannot recall the date) we took the train to Paddington and were taken by ambulance to the hospital. Dr Taylor said that Zara had dextrocardia and that she had developed her own veins between her heart and her brain. He told us a lot of things we did not know and confirmed that she would need a central shunt. When we asked about a transplant he said that that was impossible. We were absolutely stunned that Dr Jordan had misled us again.
15. On 3rd October 1987, Zara had a central shunt operation at GOS. It was performed by Mr de Leval. Zara had been admitted a few days before and we stayed in a room in the hospital. It went well but she was very slow in getting over it and was not herself for some time. The staff told us to watch her for any infections. Once she had had an x-ray we were told that we could take her home. This was the 12th October.
16. Back at home, Zara was still not herself. We had the local paper round as people thought that she would be having a transplant and we wanted to put the record straight. She began to suffer from diarrhoea and vomiting. A fortnight after she had been discharged from the G.O.S (Admitted to G.O.S 3rd October 1989, Discharged G.O.S 12th October 1989, Admitted to Morrison 29th