

The BRI Inquiry into Paediatric Cardiac Services in Bristol 1984-1995

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Occupation	Sister, Ward 5

This statement cover issue N, the Expression of Concerns. It is supplementary to my first statement, dated 30 June 1999, and my second statement, dated 17 November 1999.

Issue N - The Expression of Concerns**Issue N1**

1. As senior nurse on the unit between 1982 and 1992, any complaints about nursing care on the unit were conveyed to me. I would always talk to the patient or relative making a complaint and then try to resolve the matter.
2. There were few complaints from parents during this time. I can only remember being involved with one serious complaint from parents of a child with post-operative eye infection. Other complaints tended to be about more trivial problems such as the standard of food provided for children and dissatisfaction with transfer to the BCH.
3. During this time we had many letters of thanks from the parents who donated pictures of their children for the unit's 'photo wall'.

Issues N2 – N6

- 4. Dr Bolsin never expressed his concerns about the quality of paediatric cardiac surgery to me.
- 5. I was not aware of him carrying out an audit on the unit.

Issues N7 – N8

- 6. No hospital staff discussed any concerns they may have had about the quality of paediatric cardiac surgery with me, at any time. I spoke regularly with theatre staff, the ward staff, the play leader, the counselling nurse Helen Stratton. At no time did anyone express any concerns about paediatric cardiac mortality.

SIGNED : 
MS JULIA THOMAS
DATED : 28/11/99

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