

Thanks all,

Here's a revised news release which removes the final par. NHS Lothian's news release has also just arrived for clearance so I've included it now. my initial impression is that the two are a bit confusing when read together – the references to various reviews and investigations don't really marry up.

I've tweaked our NR to try and clarify, and I wonder if we should be asking NHS Lothian to change the focus of theirs slightly so it doesn't say they've "begun" an investigation, but rather saying they'll robustly investigate some interim findings from an initial review?

NHS Lothian has understandably asked if this can go asap today so they can brief staff etc.

Holly

**From:** Hunter A (Alan)  
**Sent:** 16 November 2017 22:07

[REDACTED]

**Subject:** Re: Official Sensitive - NHS Lothian statement

Paul,

I will get this organised ASAP tomorrow.

Michael/Holly,

Can you adjust the draft press release accordingly please.

Alan

Sent from my BlackBerry 10 smartphone.

**From:** Gray P (Paul) (Health)  
**Sent:** Thursday, 16 November 2017 21:59

[REDACTED]

**Subject:** Re: Official Sensitive - NHS Lothian statement

Alan

We spoke. You'll convene a conference call quickly to ask CEOs and COOs to check on procedures, and we'll follow up once we have finalised the Lothian process.

Paul

Sent from my BlackBerry 10 smartphone.

**From:** Hunter A (Alan)

**Sent:** Thursday, 16 November 2017 21:44

**Subject:** Re: Official Sensitive - NHS Lothian statement

Michael,

I fully understand the points you make and it is a difficult balance/call.

The general feeling was that it is likely that the media will ask us how can we be sure that this is not happening in other hospitals and we need to be on the front foot.

An alternative option to writing, at least until we have the external review feedback, would be that I phone, on behalf of the Cabinet Secretary and DG Health/CE NHS Scotland, and ask all CEs to reassure themselves, as Accountable Officers, that their local arrangements for monitoring and recording Emergency Department Access comply with National Guidance. I can ask for them to respond to me within a maximum of 4 weeks.

My gut feeling is that we will be asked this question and the judgement is whether phoning CEs will be seen "as enough", even if we highlight that we want to await the outcome of Prof Bell's review before formally asking all HBs to divert significant staff time to a more comprehensive exercise.

Robert,

Can you get the answers to Michael's questions below in the morning please.

Alan

It'll also be useful to have some facts, if asked, on how the A&E performance has changed at St Johns in recent years - and whether that's in or out of line with national trends - and how many of the 25k or so patients seen across Scotland attend St Johns every week.

Sent from my BlackBerry 10 smartphone.

**From:** Berry MA (Michael)(Communications)

**Sent:** Thursday, 16 November 2017 21:00

[REDACTED]  
[REDACTED]  
[REDACTED]  
**Subject:** RE: Official Sensitive - NHS Lothian statement

I haven't been involved in discussions but given this is an issue in one hospital in one Board area and there are national standards in place, I wonder if the last para of the Cab Sec quote escalates this?

“In the meantime, I have asked Chief Executives across Scotland to provide assurance that the national A&E Recording Standards are being followed in their hospitals.”

I know we don't want to seem complacent – clearly we're not given where we are – but with a few quotes this could lead to media reporting that questions the whole system. And how quickly will we get answers from Boards? On the other hand, I'm sure Cab Sec wants the reassurances, and maybe wants to be seen to be asking. Open to views.

It'll also be useful to have some facts, if asked, on how the A&E performance has changed at St Johns in recent years - and whether that's in or out of line with national trends - and how many of the 25k or so patients seen across Scotland attend St Johns every week.

Thanks  
Michael

**From:** Hunter A (Alan)

**Sent:** 16 November 2017 18:10

[REDACTED]  
[REDACTED]  
[REDACTED]  
**Subject:** Re: Official Sensitive - NHS Lothian statement

Holly,

The intention is that I phone all the Chief Executives tomorrow and following this up with a letter.

Alan

Sent from my BlackBerry 10 smartphone.

**From:** Summers M (Malcolm)

**Sent:** Thursday, 16 November 2017 16:09

[REDACTED]  
[REDACTED]

[REDACTED]  
[REDACTED]  
**Subject:** RE: Official Sensitive - NHS Lothian statement

Thanks Holly/Tracey,

Agree with Carmel and it is a balance between this being an interim report with questions left unanswered at this stage and demonstrating grip and action. Think the revised release achieves that. See that Tracey has picked up on the typo.

Regarding your question on question scope of investigation, I do think that the staff governance questions issued raised need to be considered as part of any investigation, happy to link around the scope of that if helpful. The questions I suggested yesterday for the Board would be a good starting point

Regards,

Malcolm

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**From:** Gilfether H (Holly)  
**Sent:** 16 November 2017 15:34  
**To:** Slater T (Tracy)

[REDACTED]  
[REDACTED]  
[REDACTED]  
**Subject:** RE: Official Sensitive - NHS Lothian statement

Thanks Tracy – I've made some further tweaks to bring the NR in line with house style. Are you ok with these?

As before, is there any more we can say about who the whistle-blower is, and will Professor Bell also investigate the bullying and intimidation allegations alongside the waiting times ones?

Finally in the last line, how have we contacted Chief Execs? If we've written to them that would be useful – we could even make a copy of the letter available?

Holly << File: New release - SR - NHS Lothian whistleblowing - Nov 2017.docx >>

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**From:** Slater T (Tracy)  
**Sent:** 16 November 2017 15:18  
**To:** Gilfether H (Holly)

[REDACTED]  
[REDACTED]  
[REDACTED]  
**Subject:** RE: Official Sensitive - NHS Lothian statement

Hi Holly

Please see track changes.

<< File: New release - SR - NHS Lothian whistleblowing - Nov 2017 (3).docx >>

Tracy

**TRACY SLATER** | Directorate for Performance and Delivery | Scottish Government | 2E St Andrews House  
| Edinburgh | EH1 3DG | email: [tracy.slater@scotland.gsi.gov.uk](mailto:tracy.slater@scotland.gsi.gov.uk) | telephone [REDACTED]

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**From:** Gilfether H (Holly)

**Sent:** 16 November 2017 14:53

[REDACTED]  
[REDACTED]  
[REDACTED]

**Subject:** RE: Official Sensitive - NHS Lothian statement

With attach << File: New release - SR - NHS Lothian whistleblowing - Nov 2017.docx >> ment this time.

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**From:** Gilfether H (Holly)

**Sent:** 16 November 2017 14:23

[REDACTED]  
[REDACTED]  
[REDACTED]

**Subject:** Official Sensitive - NHS Lothian statement

Hi both,

Here's a starter for ten on the NHS Lothian NR. Can I get urgent views on the content?

Also, there are a few points I'm not clear on and would welcome a view:

1. Can we say any more about who the whistle-blower is – “a serving member of staff” for example?
2. The FMQ brief highlights “bullying and intimidation” too – what is being done to address that?
3. When will the Prof Bell review report back?

Thanks, Holly

[REDACTED]  
[REDACTED]  
[REDACTED]  
[REDACTED]

