

ERICSSON: What I'm saying, is that we have concerns, Mrs Anderson.

CHRISSIE: *(What?
What.., what do you mean:
concerns?)*

ERICSSON: We think you have an obstruction. A blockage.

CHRISSIE: *(A block..,
WHY?)*

ERICSSON: Sometimes parts of the bowel stick together after surgery. You can get a band..,an 'adhesion', which just pulls tighter and tighter and.., eventually just blocks things off.

CHRISSIE: *(What? I don't understand.)*

JO: Miss Ericsson thinks you may need to go back to theatre, its really—

CHRISSIE: *(No. No..)*

ERICSSON: We know it's not what you want to hear, but we're really concerned about the effect this is—

CHRISSIE: [PLEADING] *(No, no, no)*

ERICSSON: You're breathing's getting worse again.., and your protein's getting lower and lower—

CHRISSIE: *(I don't want an operation.
I don't.
I don't.
I can't—)*

ERICSSON: I'm sorry, I didn't get that.

VEE: Write it down Christine.

CHRISSIE: *(Why can't you understand?
DON'T. WANT. OPERATION.
I don't. I don't)*

ERICSSON: We know you don't want more surgery, but if this continues you're just going to get worse. It's just—

CHRISSIE: *(Why can't you get this?
Read.
Read what I've written.
Read.)*

ERICSSON: We know. We're trying everything we can to get you out of here.
But that's going to take another operation.
We really—

CHRISSIE: (*It's my body, mine, mine! My body*)

ERICSSON: I'm not sure you have a choice, Mrs Anderson.

CHRISSIE: [VEHEMENTLY] (NO, NO, NO)

VEE: Are you worried about.., getting more of bleeding?

CHRISSIE: (*Worried?
Worr..,
worried?
Of course I'm worried.
Wouldn't you be worried?*)

ERICSSON: There's no reason to think you'll get problems this time.

CHRISSIE: (*Why? Why?*)

ERICSSON: What happened before was a one off. It—

CHRISSIE: (*Why?*)

ERICSSON: Look...would it help if I explained again, you know, about what happened last time?

CHRISSIE: (*It makes..,
it makes..,
it makes no sense.
No sense*)

ERICSSON: When we got in, we found that everything was really stuck down inside.

CHRISSIE: (*Stuck?
Why?
Why?
Why stuck?*)

ERICSSON: You have a condition called endometriosis.
It causes things to stick together.., inside—

CHRISSIE: (*Why didn't you know?*)

YOU. SHOULD. HAVE. KNOWN.

Read what I've written. Read)

ERICSSON: It doesn't show on an X-ray or.., or a scan. There's really no way anyone could have predicted it. But that's why the operation was harder than we thought, and as we were finding the leak—

CHRISSIE: *(We? We? Who?)*

ERICSSON: Sorry, I didn't catch that.

CHRISSIE: *(Who? Who? I don't understand. Who?)*

ERICSSON: Who...?

VEE: Who was operating.

ERICSSON: Mr Knowles started the operation and when it started getting difficult I took over and—

JO: Chrissie, I—

ERICSSON: And you ended up losing a lot of blood before we could get things under control.

VEE: Miss Ericsson, that is not quite the whole—

ERICSSON: It happens.

VEE: Miss Ericsson, I really think—

ERICSSON: But there's really no reason to think bleeding would be a problem at all this time. You were just unlucky.

JO: Chrissie, I—

ERICSSON: We can't just leave you as you are, now, can we? Getting worse.

CHRISSIE: *(I don't. I don't want it)*

VEE: This thing Miss Ericsson is saying. It is true Christine.., If your bowel keeps blocking off, you're just not going to.., become any better.

JO: You do really need another operation, Chrissie.

CHRISSIE: *(No. No, no)*

ERICSSON: I'm going to talk to theatres, see when we can do this. Jo, can you do the paperwork. We need to get you sorted out, Mrs Anderson.

JO: We need to get you better Chrissie. None of us wants to do another operation but..

Chrissie there's something I should..,

When I., I should., I., I'm sorry.

I just wanted to say. Really, I am so sorry.

VEE: My response.
To what happened to Gabriel
is not unique

Like most people
who have experienced errors
in medical care
we want three things:

We want an honest
'transparent' explanation
of what has happened

ERICSSON: —it happens

VEE: We want a full apology

ERICSSON: You don't try and lay the blame off
on the fact that the trainee did the operation.

VEE: And we want to know
and see
that changes have been made.

ERICSSON: Some people will change their technique
every time; but it's one of the inevitabilities
of doing surgery

VEE: That what has happened to us,
never happens to anyone else.

Unfortunately...
hospitals don't tend to respond
with openness and 'transparency'.

They react with a legal version of
'fight or flight'—

ERICSSON: I'm not sure—

VEE: —'Deny and defend'

ERICSSON: I'm not sure what you're getting at.

VEE: Keep your head down: shut up.
Let the lawyers handle everything

ERICSSON: You have a formal process
[for] reviewing complications

VEE: The hospital ignored me.

ERICSSON: There are some things
which I think do require
a more formal kind of
rapping of the knuckles, [but]—

VEE: By going silent
they didn't just humiliate me.

They denied Gabriel
his dignity

ERICSSON: We've all - made - mistakes!

VEE: And after more than eight years
that wound
is very far from healing...