

Witness Name: Susie Shapiro

Statement No: WITN5573001

Exhibits: WITN5573002-

WITN5573003

Dated: 22 December 2020

## **INFECTED BLOOD INQUIRY**

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**Statement of Dr Susie Shapiro on behalf of Oxford University Hospitals NHS Foundation Trust**

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I provide this statement in response to a request under Rule 9 of the Inquiry Rules 2006 dated 23 November 2020, received by Oxford University Hospitals NHS Foundation Trust (the "Trust").

I, Dr Susie Shapiro, will say as follows: -

### **Section 1: Introduction**

1. My name is Dr Susie Shapiro and I am a Consultant Haematologist (Haemostasis and Thrombosis) at the Trust. I qualified as a consultant in 2014, and joined the Trust in 2015. I became the Oxford Haemophilia Centre Director in October 2018. I am, duly registered with the General Medical Council in relation to my clinical role.
2. I have been asked to review and respond to the issues raised by letter dated 23 November 2020, pursuant to a request under Rule 9 of the Inquiry Rules 2006.
3. I do this as a suitably senior person in the Trust having been provided with information by colleagues including Kevin Clarke (semi-retired

Oxford Haemophilia Centre Manager) and Sharon Osborne, Haemophilia Secretary. Both Kevin and Sharon have worked at the Oxford Haemophilia Centre for more than 15 years. The current haemophilia consultants and nursing team have all joined the Haemophilia Centre since 2013. Additionally, I have been in contact with the Trust's Information Governance team.

4. In order to gather information to respond to this Rule 9 request, Kevin and Sharon looked through: electronic computer records; hard copy documentation held in filing cabinets for financial receipts; such Haemophilia department meeting notes as were available from 2011; and in the paper medical record room. The Trust's Information Governance team were also asked to provide information with regards to records of charges.

## **Section 2: Skipton Fund application forms**

**(a) Please set out your understanding of why the Trust decided to charge a £75 fee for completion of the Skipton fund forms and when this practice was first implemented.**

5. As a result of a change in personnel at the Trust, I do not have further information beyond that stated in Dr Paul Giangrande's letter to the Skipton Fund dated 15 August 2011. Attached as SKIP0000031\_106. The further searches undertaken have not revealed additional information with regards to this.

**(b) Whether the fee was levied against patients directly and if it was paid for by the Skipton Fund or the patient fee reimbursed by the Skipton Fund.**

6. It appears from the records that the £75 fee was levied against patients/patients' relatives directly. Letters to the relatives of 16 deceased patients have been found confirming receipt of a cheque for £75 made payable to Oxford Radcliffe Hospitals, in payment for part 2 of the Skipton

Fund forms being completed and sent on to the Skipton Fund. 15 of these requests are dated 2011, and 1 is dated 2012. There is also a letter to the widow of a patient who forgot to enclose the £75 fee, confirming that the part 2 form had been completed and sent to the Skipton Fund, and asking for her to subsequently send in a cheque for payment. From the records available, it is not possible to trace whether a cheque was subsequently provided.

7. Additionally, 2 letters were found confirming that patient notes were sent directly to the Skipton Fund to review and complete the relevant form. A copy of an example of this correspondence dated 11 August 2011 is included as exhibit WITN5573002.

**(c) Whether the Trust charged a fee for the completion of forms of supporting medical information from the other Alliance House organisations;**

8. The Trust has found no evidence of a separate fee being charged by clinicians for completion of other forms. However, the Trust has historically charged for photocopying medical records centrally. Fees at this time were charged in accordance with the Data Protection Act 1998 (which was the applicable legislation prior to the implementation of the General Data Protection Regulation ("GDPR") and Data Protection Act 2018) and the Access to Health Records Act 1990. A decision was taken in July 2017, that requests from patients requesting notes for the purposes of the Infected Blood Inquiry would be exempt from paying this fee.

**(d) Whether the fee is still being charged by the Trust in relation to applications to any of the devolved infected blood payment schemes. If it is not, when this practice was stopped and the reasons why.**

9. To the best of our knowledge, a fee has not been charged to complete application forms since the last noted charge in 2012. It is not clear from the records available that there was an active decision to change the Trust's

approach. The consultant team has changed and were not aware of previous local practice to charge for completion of these forms. The enclosed letter with regards to EIBSS payments in 2017 demonstrates the Trust no longer charges for completion of application forms. This letter is exhibited as WITN5573003.

**(e) Whether there were (and are) any waivers for patients who cannot afford to pay the fee.**

10. It is unknown whether any waivers were provided in the past. The records indicate that the last time a fee was charged was in 2012, and as no fees have been charged by the Trust since this date no waivers are required.

**(f) Provide details (in so far as you are aware) of other NHS Trusts currently or previously charging patients a fee for the completion of application forms for financial support from any of the above schemes.**

11. I am not aware of any other Trusts who charged patients a fee for the completion of application forms, but we have not made extensive enquiries.

### **Section 3: Other**

12. The Trust wishes to apologise that patients were charged for the completion of Skipton Forms. As this is not representative of the supportive approach that we strive for, the Trust is taking steps to refund the relatives of patients for any fee incurred for completion of the Skipton Fund forms.

### **Statement of Truth**

I believe that the facts stated in this witness statement are true.

**GRO-C**

Signed

Dated 22 December 2020

**Table of exhibits:**

<b>Date</b>	<b>Notes/ Description</b>	<b>Exhibit number</b>
11/08/2011	Template Letter from Dr PLF Giangrande to patients regarding the Skipton Application Form	WITN5573002
7/11/2017	Letter from the Trust to the EIBSS regarding the Special Category Mechanism Form	WITN5573003