

8. Taken from paragraph 32 my expressed apology was taken to be an admission of blame. The goal of expressing sympathy is to offer your compassion and concern. The most important thing to communicate is that you care about the person and you are available as a source of support. The word 'sorry' was issued to reflect a feeling of regret, compunction, and sympathy. It was not used as an admission of blame or declaration of fault.
9. Taken from paragraph 34, a lack of regular liver scans given long term liver problems has been raised. Mr S Conway received regular outpatient review clinic appointments over the years during which review of liver functions tests as well as haemophilia treatment would have been reviewed. Unfortunately, these appointments were not kept, with many being recorded as DNA – did not attend. Record below taken from Belfast trust PAS system and refers only to haemophilia outpatient review appointments.

Date	Location	Haematology Consultant	DNA/ ATT/ CND
04.01.02	BCH	Anderson	DNA
01.03.02	BCH	Anderson	DNA
15.03.02	BCH	Anderson	DNA
18.06.02	BCH	Anderson	DNA
20.08.02	BCH	Anderson	DNA
01.10.02	BCH	Anderson	DNA
03.12.02	BCH	Anderson	DNA
17.01.03	BCH	Anderson	DNA
27.06.03	BCH	Anderson	DNA
15.08.03	BCH	Anderson	DNA
17.10.03	BCH	Anderson	DNA
12.12.03	BCH	Anderson	DNA
23.01.04	BCH	Anderson	DNA
02.02.04	BCH	Anderson	ATT
26.03.04	BCH	Anderson	DNA
16.04.04	BCH	Anderson	DNA
11.05.04	BCH	Anderson	ATT
14.05.04	BCH	Anderson	CND
06.08.04	BCH	Anderson	DNA
13.08.04	BCH	Anderson	DNA
03.12.04	BCH	Jones	DNA
11.02.05	BCH	Jones	DNA
22.04.05	BCH	Jones	DNA
06.09.05	BCH	Jones	DNA
07.07.06	BCH	O'Keeffe	DNA
08.09.06	BCH	O'Keeffe	DNA
28.11.06	BCH	Jones	DNA
05.06.07	BCH	Jones	DNA
31.07.07	BCH	Jones	DNA
14.09.07	BCH	Jones	DNA
06.11.07	BCH	Jones	DNA
23.11.07	BCH	Jones	DNA
18.01.08	BCH	Jones	DNA
02.05.08	BCH	Benson	CND
16.06.08	BCH	Benson	DNA

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