



Belfast Health and  
Social Care Trust

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Belfast City Hospital  
51 Lisburn Road  
Belfast  
County Antrim  
BT9 7AB

**Private & Confidential**

Mrs C McLaughlin

GRO-C

Londonderry

GRO-C

31 October 2022

Dear Mrs McLaughlin

I previously communicated with you in January 2021 regarding the breakdown in the clinical relationship between the McLaughlin family and the Trust's Haemophilia Comprehensive Care Centre, and the subsequent transfer of your care and that of your children to an alternative provider. You will recall in that correspondence I respectfully requested that you did not engage in further communication with the Trust's Haemophilia Centre unless in an emergency care scenario. Given the communications and difficulties encountered in recent years, it was felt that this would be to the benefit of all involved.

I understand that you have been in contact with the Haemophilia team on multiple occasions since that correspondence via telephone and email, and on Friday 9<sup>th</sup> September 2022, you attended the Haemophilia Clinic in the North West Cancer Centre without an appointment to speak to a member of the team.

The Haemophilia clinic takes place in Altnagelvin Hospital which is part of the Western Health and Social Care Trust (WHSCT), however the service is provided by staff from the Haemophilia Comprehensive Care Centre which is based in the Belfast City Hospital and part of the Belfast Health and Social Care Trust (BHSCT). As the staff providing the clinic are part of BHSCT, the clinic is covered by the management teams and the policies and procedures of both the BHSCT and the WHSCT.

It was reported by several staff that during your attendance at the clinic, you raised your voice and spoke in a way that was perceived to be aggressive and hostile to multiple members of staff. This behaviour caused staff to feel distressed, threatened and verbally attacked.