

**Meeting with Mr & Mrs M [REDACTED]
Tuesday 18 March 2003**

A meeting was arranged in Department of Nursing between Mr & Mrs M [REDACTED] Mrs T McKigen, Patient Liaison Officer and Professor Ludlam. The meeting was to try and move forward issues that Mr & Mrs M [REDACTED] had about their continued attendance at the Haemophilia Centre and also the staff concerns around Mr M [REDACTED] behaviour at the Centre.

Mrs & Mrs M [REDACTED] brought a list of points that they were concerned about and Mrs McKigen explained that they would probably not be able to go through them all individually however following the meeting if there was anything still concerning them this could be picked up via the formal process.

Mr M [REDACTED] main concern seemed to be around the fact that it was his believe that the factor VIII that he used to take had not been working adequately and that despite him raising this with various members of staff he does not feel that anyone paid any attention therefore causing continuous bleeding into one knee and one ankle which now cause him severe pain. Professor Ludlam tried to explore the possibility that this may not be bleeding rather the pain may be related to arthritic type pain however Mr M [REDACTED] did not agree with this.

Mrs McKigen suggested that if Mr M [REDACTED] was experiencing such pain then perhaps a referral to the pain clinic was required but Mr M [REDACTED] said that his doctor was an expert in pain management and therefore this would not be of benefit.

Mr M [REDACTED] said that he had always been loud and that at times it could be overpowering for people but that was just the way he was. Mrs M [REDACTED] said that she tried to explain to staff at the Haemophilia Centre and Infectious Diseases Unit that after Mr M [REDACTED] had started taking a particular medication that he had become very aggressive but that again no-one listened and she found out later that it had the potential to cause "psychotic" episodes.

Professor Ludlam asked Mr & Mrs M [REDACTED] if they wished care to be continued under him at Edinburgh or would they prefer that he was transferred to the care of either another Consultant within Edinburgh or outwith Edinburgh i.e. Glasgow or Newcastle. Mr & Mrs M [REDACTED] were to discuss this further and let Mrs McKigen know.

It was agreed that a further meeting be arranged to try and progress things further. Mrs M [REDACTED] asked Professor Ludlam to acknowledge her by name in future as she felt that at times this did not happen. Professor Ludlam was ready to agree.