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2

1 Friday, 10 May 2019

2 (12.22 pm)

3 **SIR BRIAN LANGSTAFF:** Our next witness will give evidence
4 underneath the protective cover of a restriction
5 order. Those of you who have been here before or been
6 following the Inquiry on the internet will know what
7 this involves, but for those if you who haven't,
8 I need to explain it again.

9 The Inquiry takes very seriously the protection
10 of the anonymity of a witness who would wish it and
11 our next witness, Mrs D, does.

12 The order provides as follows: that the name and
13 address of witness W1921 (she will be known to us as
14 Mrs D) and any other identifying information such as
15 her image or a description of her appearance cannot be
16 disclosed nor published in any form unless express
17 permission is given by me or by the solicitor to the
18 Inquiry acting on my behalf.

19 She must be referred to only as Mrs D. This
20 order will remain in force for the duration of the
21 Inquiry and at all times thereafter unless otherwise
22 ordered, though I may vary or revoke the order by
23 making a further order during the course of the
24 Inquiry.

25 She is content to give evidence before you, as

1 other witnesses have done, but her image will not be
2 live streamed. Her voice will and the transcript will
3 record her words but nobody will see her image. For
4 that reason, if you are in and around the Inquiry
5 afterwards and happen to have your mobile phone out to
6 take photographs for whatever reason, could you please
7 just take care to make sure that you don't, however
8 accidentally capture her image.

9 Mrs D.

10 **MRS D, affirmed**

11 **SIR BRIAN LANGSTAFF:** I understand, Mrs D, that for your
12 comfort you would wish to have a break after 25/30
13 minutes, something like that, at a convenient moment?

14 **A. I may do.**

15 **SIR BRIAN LANGSTAFF:** If you do, and when you do, please
16 indicate. Do not sit there in discomfort if you feel
17 that you would like a break.

18 **A. Thank you.**

19 **Question by MS FRASER BUTLIN**

20 Q. Mrs D, on 19 May 1986 you went into early labour with
21 your first child.

22 **A. I did, yes.**

23 Q. You were admitted into hospital?

24 **A. Yes.**

25 Q. And on 23 May you were told you had to have

3

4

1 a transfusion?

2 **A. That's right, yes.**

3 Q. Before the transfusion was completed it was
4 disconnected and you were sent for an ultrasound?

5 **A. Yes.**

6 Q. And you describe in your statement that it was all
7 rather strange and you didn't really understand what
8 was going on.

9 **A. Yes, that's correct.**

10 Q. Can you tell us a little more about that.

11 **A. Well, I wasn't actually told why I'd got to have the
12 transfusion in the first place. I was just told the
13 doctors said that you're having it. They put the
14 cannula in. They started the transfusion and -- but
15 three-quarters of the way emptying, when the same
16 sister came in and said, "You've got to have it out.
17 You've got to go for a scan".**

18 **She disconnected me, gave me a cellular blanket
19 to put over the gown that they'd given me, and told me
20 to walk without help, without, you know, anybody else,
21 to the scanning for an ultrasound.**

22 **That actually involved going down a corridor out
23 of the building, past the workmen who had got
24 scaffolding up, across the grounds to a small single
25 storey building where I had to have the ultrasound.**

1 Q. When you got to the place you needed to have the
2 ultrasound, the radiographer was concerned that you
3 were alone?

4 **A. She was very, very concerned. She was shocked, and
5 she said that she was going to call to complain and
6 ask for a porter with a wheelchair to take me back.**

7 Q. Somebody did that and you went back to the ward?

8 **A. Yes, that's correct, yes.**

9 Q. When you got back to the ward, you understood that
10 there had been some raised voices amongst the staff?

11 **A. Yes. The lady in the next bed, because I'd already
12 been on the ward for three or four days so I'd made,
13 you know, a relationship with the woman in the next
14 bed and she said, in her words, there had been a bit
15 of a hoo-ha, raised voices, it sounded somebody had
16 been having a go so I thought, oh, the radiographer
17 had phoned and made a complaint and it hadn't gone
18 down too well.**

19 Q. You were never sure whether the hoo-ha was whether you
20 had gone to the ultrasound on your own or whether it
21 was about the transfusion itself?

22 **A. Yes, because I hadn't been told why I got -- there was
23 no reason, as I knew then, why I should be having one.
24 So I thought at the time when they took it out, part
25 way through, was it meant for somebody else? Had they**

5

- 1 **made a mistake? Was I that person, you know, and**
 2 **especially getting me out of the building. I mean, it**
 3 **did raise concerns.**
 4 Q. Before you were given the transfusion, were you warned
 5 about any risks of having it?
 6 **A. I wasn't told anything about it at all, even to the**
 7 **point I didn't know why I was having it.**
 8 Q. As a result of that transfusion you were infected with
 9 hepatitis C.
 10 **A. Yes.**
 11 Q. About a year after the transfusion in June 1987 you
 12 didn't feel quite yourself.
 13 **A. No.**
 14 Q. Can you tell us what was wrong.
 15 **A. I just started feeling down, depressed, lacking in**
 16 **energy. I just wasn't me. Before I'd been full of**
 17 **life, you know, I did clubs, I was sporting. I'd got**
 18 **a young daughter who'd survived the pregnancy because**
 19 **I wasn't sure, and I should have been full of life.**
 20 **There was nothing wrong in my life, except for me.**
 21 **I felt just like there was -- I wasn't me anymore.**
 22 Q. You've described that you felt like you were carrying
 23 ten other people around with you?
 24 **A. That's it. I was just -- everything was exhausting.**
 25 Q. So you went to the doctor.

7

- 1 **A. I do, yes.**
 2 Q. You had to stop work in 1998. Why was that?
 3 **A. I hadn't felt any better from the time I was tired in,**
 4 **you know, years earlier, but I started getting more**
 5 **achey, I was exhausted, I was collapsing on the floor**
 6 **at work. I'd been really pushing myself because I had**
 7 **been doing really well at work, working up for**
 8 **promotion, and after collapsing a few times, I went to**
 9 **the doctors and they gave me sick notes at the time it**
 10 **was called for exhaustion, and it literally was the**
 11 **most awful exhaustion. I just couldn't stand anymore,**
 12 **which actually felt really embarrassing because it was**
 13 **just like saying, "I can't work anymore because I'm**
 14 **too tired", but it was far more than that, but that's**
 15 **how it felt and I think that's what other people**
 16 **thought as well. It's just like, you know, you're**
 17 **just tired.**
 18 Q. If we fast forward to 2016 because that continued and
 19 went on but by 2016 you were really very unwell.
 20 **A. I was. I was very, very ill.**
 21 Q. What can you tell us about your symptoms at that time,
 22 just before your diagnosis?
 23 **A. For months I had been being sick, physically sick.**
 24 **I couldn't eat anymore. I was losing weight. I went**
 25 **down to just over six stone, which was half my body**

6

- 1 **A. Yes.**
 2 Q. What did the doctor say?
 3 **A. You're a working Mum, because I was working, I was**
 4 **working full time, you're a working Mum, you're going**
 5 **to be tired. That was it, sort of go away because**
 6 **there's nothing more.**
 7 Q. Over the years you have had a number of physical
 8 conditions.
 9 **A. Yes.**
 10 Q. Thyroid cancer, several miscarriages, irritable bowel
 11 syndrome, fibromyalgia, an enlarged spleen,
 12 undifferentiated connective tissue disease, as well F3
 13 liver disease.
 14 **A. Yes.**
 15 Q. You are not sure whether they are related to the
 16 hepatitis C but you often wonder whether they are?
 17 **A. I very much believe, and it has been said to me in the**
 18 **rheumatology department that it was probably the**
 19 **hepatitis C infection that trigger the autoimmune**
 20 **conditions, which in itself have put me on immune**
 21 **suppressants and that in itself causes you get a cold,**
 22 **you get sepsis, you don't -- and it makes you feel**
 23 **very ill.**
 24 Q. You believe that there's been a really a cycle of
 25 illness all arising from the hepatitis C?

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- 1 **weight, and there was just no reason. I couldn't**
 2 **find -- you know, I was having monthly blood tests for**
 3 **my autoimmune conditions but nothing was showing up,**
 4 **but I just literally, as my family said, I was dying**
 5 **in front of them.**
 6 Q. Eventually you were referred to a haematologist --
 7 **A. Yes.**
 8 Q. -- who did a series of tests.
 9 **A. Yes, quite a few.**
 10 Q. And you were then told that the test for hepatitis C
 11 had come back as a positive. With that first test
 12 what did the haematologist tell you?
 13 **A. Well, he actually phoned me up and told me this over**
 14 **the phone. He said not to worry everything else come**
 15 **back clear but this one had come back as a positive**
 16 **but he didn't believe it was a true positive. He**
 17 **thought it was a false positive because of my immune**
 18 **conditions and the medication I was on and he could**
 19 **see no reason why it would be positive, so he'd like**
 20 **to do a second test.**
 21 Q. So you had that second test?
 22 **A. I went back and had the second test, yes.**
 23 Q. Then what happened?
 24 **A. Then I received a phone call from my GP's surgery**
 25 **saying they had received a letter and could I go in to**

9

1 discuss it, which I made an appointment and went in.
 2 I was expecting this to be a letter from any one
 3 of the departments that I was going, either orthotics,
 4 rheumatology, anything like that, I went in and I sat
 5 down and the GP held up a Public Health England letter
 6 and said, "You're drug taking or a sex worker. You
 7 are at risk of infecting everybody. You've got HCV".
 8 I didn't even know what that was. They said, "You've
 9 probably passed it on to your kid and husband and you
 10 might die from this".
 11 Q. You said to him that that's not right, that's --
 12 A. I said, "That's not right, no, no, no. That's a false
 13 positive. My haematologist told me 100 per cent.
 14 I've had a second test", and he said, "No, no, no",
 15 and he said, "No, it's definitely the second test has
 16 proved positive".
 17 I mean, I was kind of freaked because all was
 18 going whizzing round my head was, "I am going to die
 19 but I've actually killed my kids and husband". That's
 20 all I could think, "That's it, we're all going to
 21 die". But it was -- I asked what it is and he didn't
 22 know. I said, "What can be done?" He said, "You'll
 23 be referred to somebody", and that was it.
 24 I mean, I can still picture the room. I can
 25 picture the jumper he was wearing, the pen on the

11

1 driven in that state, and all I could think of was
 2 there was a local viaduct which I was going to go and
 3 throw myself off.
 4 Q. In order to get to that viaduct you had to drive past
 5 your own house.
 6 A. Yes.
 7 Q. As you passed by you realised you couldn't do that to
 8 the children?
 9 A. Actually, my son was looking out of the window waiting
 10 for me because he knew I was desperately ill, he knew
 11 I'd gone to the doctors', and he was just, sort of,
 12 "Where's Mum? Is she going to know what it is", you
 13 know, and I just saw his face and I thought, "I can't,
 14 however bad it is, I can't leave them to deal with
 15 this without me", so I went into the house instead.
 16 Q. It then took a month before you saw anybody again and
 17 on that occasion you saw the haematologist again?
 18 A. Yes, I did.
 19 Q. What was their reaction to how you'd been told about
 20 the hepatitis C?
 21 A. They were horrified. They were furious. They were
 22 really, really angry, as he'd asked for the tests.
 23 He'd asked me if I could -- you know, have the tests,
 24 he'd had the tests, he'd had the results, and he was
 25 so angry that the GP had told me because he was going

10

1 desk, everything, the letter, but it was just -- it
 2 was like he'd called me in to say, "You're a dirty
 3 disgusting person, a danger to society. I don't know
 4 what it is myself but that's what they're saying so go
 5 away. You'll get an appointment from somebody else",
 6 and I left.
 7 Q. As you say, you can still remember vividly the details
 8 of that?
 9 A. I can remember everything about the room. I won't go
 10 in that room. I can remember even the stitching.
 11 He'd got a hair on his jumper. The whole lot became
 12 stuck in my brain. I can still picture it now.
 13 Q. And you still have flashbacks to that day?
 14 A. I do have flashbacks and I was later diagnosed with
 15 PTSD from that point.
 16 Q. You have described in your statement that you walked
 17 out of the surgery feeling suicidal.
 18 A. I did. I left, I could not -- I could not compute or
 19 work out what I'd just heard, the consequence, I'd
 20 been given nothing to help me understand any of this
 21 and I just had the GP who'd known me a few years
 22 basically say I was a drug-taking prostitute and, you
 23 know, I'd put everybody at risk with something
 24 I didn't even understand, and I left and I drove which
 25 now thinking about it I really shouldn't have done,

12

1 to tell me in a situation where he could explain
 2 a little bit about it and he was just literally
 3 furious. He was going to explain about it he said.
 4 Q. He was able to tell you a little more about what
 5 hepatitis C was.
 6 A. Yes. He said, "I don't know. I'm a haematologist",
 7 because he had actually been checking for blood
 8 cancers, but he'd just screened me for that, for
 9 everything. He said it was a liver illness and there
 10 were treatments for it and he was going to refer me
 11 off to a hepatologist.
 12 Q. You then had to wait for a few more weeks to see the
 13 liver specialist?
 14 A. Yes.
 15 Q. You saw the specialist nurse?
 16 A. Yes, I did.
 17 Q. What happened at that appointment?
 18 A. She was actually brilliant. She was really, really
 19 helpful. She discussed what it was that I'd got,
 20 where I'd, you know, just talked to me to find out
 21 about me and we worked back and found out. Then she
 22 asked if I'd had a transfusion and I said, yes, I'd
 23 had this transfusion in 1986, and she said that that
 24 was more than likely the reason that I'd caught this,
 25 and she also gave me the numbers for the Hepatitis C

13

- 1 **Trust and mentioned the online support groups.**
- 2 Q. You then had a liver scan and established the extent
- 3 of the damage?
- 4 **A. Yes.**
- 5 Q. Did any of the doctors explain to you the ways in
- 6 which hepatitis C can be transmitted?
- 7 **A. Well, no. I mean, obviously, first off I had the**
- 8 **letter saying it was through drugs and sex, and then**
- 9 **my hepatologist nurse said, you know, it's**
- 10 **a blood-borne thing, but no -- but even she didn't**
- 11 **give me any leaflets, information, or anything to tell**
- 12 **me how you get it really or what precautions you**
- 13 **should take or anything. There was just no advice at**
- 14 **all. It was just HCV actually means hepatitis C.**
- 15 **That's about what I learned but there was nothing, no.**
- 16 **I got given no advice.**
- 17 Q. You didn't have any leaflets or anything to take with
- 18 you?
- 19 **A. There was nothing at all, absolutely nothing.**
- 20 Q. You have two very particular concerns about your
- 21 infection. Firstly, you have questioned why the
- 22 infection wasn't identified earlier, given that you
- 23 were receiving treatment for a number of conditions
- 24 over the 30 years between the transfusion and the
- 25 diagnosis.

15

- 1 **A. I wasn't at the time.**
- 2 Q. There's also no record of the transfusion in your
- 3 medical records, is there?
- 4 **A. There isn't.**
- 5 Q. When you applied to The Skipton Fund you requested
- 6 your medical records.
- 7 **A. That's correct.**
- 8 Q. Can you tell us a little bit more about what happened
- 9 then.
- 10 **A. Well, I had trouble asking for them and they seemed to**
- 11 **delay in sending them. When I did receive them,**
- 12 **there's some notes. I was actually admitted on to the**
- 13 **ward on 19 May. There's a page of notes for the 19th,**
- 14 **the 20th, the 21st, the 22nd, then it goes to the**
- 15 **24th, the 25th, all the way up to the 29th when I was**
- 16 **discharged having given birth.**
- 17 **The 23rd was missing. There's no notes for the**
- 18 **transfusion. There's no notes for the ultrasound.**
- 19 **There are no notes at all for that date, nothing, you**
- 20 **know, not temperature, not foetal, there's nothing.**
- 21 **So I questioned them on this and said, you know, "This**
- 22 **is -- not only have you not got the bit I know I need,**
- 23 **but where is all the supporting notes, all the nurses'**
- 24 **notes", and it was a very lengthy process which ended**
- 25 **up with me putting in a complaint which was ignored.**

14

- 1 **A. Yes, I mean, through every pregnancy you get, randomly**
- 2 **really, just checked for HIV and Hep B and it wasn't**
- 3 **picked up on. I mean, rheumatology, all that, all the**
- 4 **tests I had, all the diagnosis, and I know now that if**
- 5 **you get -- if somebody is going to be started on**
- 6 **treatment for rheumatoid arthritis, they test for HCV**
- 7 **now. But that was after they'd started me on**
- 8 **treatment; so they didn't test me. They didn't think,**
- 9 **"Oh, why has this woman got all these conditions? We**
- 10 **can't find out why".**
- 11 **I was put on a ward in the early 2000s through**
- 12 **rheumatology for a whole week to see if they could**
- 13 **find out what was wrong with me and all they -- well,**
- 14 **they came up with a diagnosis of fibromyalgia with the**
- 15 **thought there might be something else. But, no, even**
- 16 **through thyroid cancer, on the immune suppressant,**
- 17 **4-weekly tests, nobody ever found out until they**
- 18 **thought I had got blood cancer as haematology will**
- 19 **screen for everything.**
- 20 **I mean, I was at the hospital, yes, my notes**
- 21 **were that thick (*indicated*), endless tests, endless**
- 22 **medications: all the time, never tested.**
- 23 Q. Your other particular concern is why you were given
- 24 the transfusion and you've said that you were never
- 25 told why you needed it?

16

- 1 **I sent in a letter recorded delivery to the**
- 2 **hospital saying, "This is my complaint. I need you to**
- 3 **find these notes", to which they said they hadn't**
- 4 **received it, even though it was signed as their mail**
- 5 **room.**
- 6 **I actually went up to the hospital in person,**
- 7 **went to the reception desk and asked them to bring**
- 8 **somebody down from the office to hand them my**
- 9 **complaint letter and all a sudden they instantly found**
- 10 **everything, except for the notes.**
- 11 **It took, all in all, about ten months from**
- 12 **initial request for them to supply me with notes that**
- 13 **they said they'd got and a letter to say that they**
- 14 **thought that, due to the timescale and the building**
- 15 **moves, that any letters from that time, except for the**
- 16 **ones that I got either side of that, had been**
- 17 **destroyed or lost and they've never come up with the**
- 18 **day of the 23rd.**
- 19 Q. So there's no record of 23 May?
- 20 **A. No.**
- 21 Q. Also you have noted in your statement that the
- 22 discharge letter from your admission has a tick in the
- 23 box to say that you didn't have anaemia?
- 24 **A. That's correct, which is a surprise because I was**
- 25 **anaemic from a child. I've always been anaemic and**

17

1 I'm still anaemic now. I was anaemic before I was
2 admitted but, miraculously, I suddenly became
3 non-anaemic through the time I was there and then ever
4 since I've been anaemic with transfusion level anaemia
5 with the other three pregnancies I had. So it was
6 just like somebody decided to wipe that day, my
7 transfusion, my anaemia, for whatever reason.

8 Q. You've said that that's what worries you most, that
9 they have hidden the fact of the transfusion?

10 A. They have hidden the fact because part of me is should
11 I have had the transfusion? Did I need it? It may
12 have been for anaemia, it probably was -- you know,
13 they would have found I was anaemic anyway. But
14 obviously since looking at things and learning, it's
15 like was I -- and because of the arguments when I was
16 at the ultrasound, you know, I personally think was
17 I given the transfusion on -- was I infected on
18 purpose?

19 Q. You've said in your statement that the whole situation
20 around the notes and the lack of the records makes you
21 question whether you were deliberately infected
22 because you were young and healthy and you say maybe
23 they wanted to see what would happen.

24 A. That's correct. That still stands today because
25 I have some across through support groups other women

19

1 There's going to be a delay. Have they put my
2 stickers with the wrong address", but she put it under
3 the trolley to the side and she called the clinic
4 nurse and she looked in them and she looked a bit
5 concerned, and I was sort of, "Oh no, I'm going to be
6 in for a real delay and what's concerning about my
7 notes", because having seen rheumatology four weeks
8 before and there was no problem with my notes what's
9 happened now.

10 There was a really long delay in the clinic
11 during which I had a hearing test and when I was
12 finally called in the doctor said that my notes had
13 been -- although they were in a real mess, they had
14 been messed with and that he couldn't find my previous
15 clinic letters, test results, to compare the tests I'd
16 had that day with the previous clinic so could I tell
17 him about what had happened between the last clinic
18 and when I was attending.

19 I did actually have an oncology follow-up letter
20 from a clinic ten days before with me printed to show
21 him because they cover some of the same things with
22 some blood tests and stuff so I didn't have to have
23 them done again, so I showed him that, which he copied
24 some notes down.

25 Q. Can you remember a little more clearly what you recall

18

1 who were exactly the same age because I was 19, I was
2 young, and they were 19 and they were given
3 a transfusion for anaemia and there just seems to be
4 a few cases and it's why did they do it? Why was
5 there not notes there on that day? Why has nobody
6 ever followed me up? Why did they leave me for
7 30 years, and why does there seem to be such
8 a cover-up over it?

9 If it just been, you know, a regular, "Well, we
10 gave to have a transfusion. We admit you had
11 a transfusion and unfortunately people got infections
12 from them", but it seems to have been deliberately
13 hidden.

14 Q. You are worried that there continues to be a cover up
15 because of something that happened when you attended
16 the hospital in April of this year?

17 A. That's correct, yes.

18 Q. Tell us what happened.

19 A. Well, I'm always at the hospital, I'm always having
20 appointments and, as Andy said before, my notes are
21 quite thick, from obviously regular -- so I notice
22 them coming when the receptionist gets them out. So
23 I went and sat in an appointment and I saw them lift
24 the notes and the receptionist went ... and she looked
25 concerned and I thought, "Oh no, here we go again.

20

1 the doctor saying about the notes.

2 A. He said that it looked like somebody had messed them
3 up and that he couldn't, therefore, find -- and if he
4 tried to look through it could take maybe half-an-hour
5 to an hour or whatever. You know, he thought it would
6 take too long to even look through them all because
7 they were in such a mess. It looked liked somebody
8 had messed them up. "I don't know what somebody's been
9 doing with these", is what he said.

10 Q. You're worried that someone's gone through your notes
11 because you're giving evidence to the Inquiry?

12 A. Yes, because it wasn't -- nobody was aware that I was
13 going to be giving evidence before, at my rheumatology
14 appointment my notes were fine, and since then, you
15 know, all of a sudden, my notes are a mess, they're
16 not in order, there's pages hanging out which there
17 weren't at the previous appointment and there's no
18 reason for anybody to have done anything with those
19 notes between one appointment and the next.

20 Q. You are represented by solicitors and the solicitor's
21 contacted the trust?

22 A. Yes.

23 Q. They have denied that that is what was said by the
24 doctor?

25 A. Yes.

21

- 1 Q. And denied that the notes had been accessed by anyone
2 inappropriately.
3 What's your response to that?
- 4 **A. I say that they -- that it is a further cover-up**
5 **because the notes were in a terrible mess, the doctor**
6 **did say that to me, I could see that they were a mess,**
7 **and the fact that they used the word "inappropriately"**
8 **means that somebody had looked at them but they had**
9 **presumably thought it was appropriate to look through**
10 **them, but they haven't given me any reason as to why**
11 **they were in a mess. I mean, there is no answer to**
12 **that at all. They've just, you know, got back to the**
13 **solicitor and I've seen that letter and it doesn't**
14 **explain it.**
- 15 Q. I want to move on from that.
- 16 **A. That's fine.**
- 17 Q. You had been diagnosed with hepatitis C in the autumn
18 of 2016?
- 19 **A. Yes.**
- 20 Q. And in January 2017 you were told you would be put
21 forward for treatment with Epclusa?
- 22 **A. That's right.**
- 23 Q. You then had to wait to start that treatment until
24 August in 2017?
- 25 **A. Yes.**

23

- 1 **"You've got this and you might die before we get the**
2 **treatment". I mean, that's how I felt. I thought**
3 **I was going to die waiting for the treatment, because**
4 **they seemed to have said, "You're really ill. You**
5 **need this but we're not going to do it until they say**
6 **it's going to be funded", and I waited until I got**
7 **about a week's notice for the treatment and it was**
8 **just like "yes".**
- 9 Q. What would have helped while you had that seven-month
10 wait -- obviously, not having the wait -- but if you
11 had to have the wait, what would have helped?
- 12 **A. Well, I thought actually right from -- I think anybody**
13 **finding out they've got an infection and especially in**
14 **the way that anybody's had infection via, you know,**
15 **the NHS, basically, that you should have counselling**
16 **straight away.**
- 17 **I mean, I went through cancer and I had, you**
18 **know, I got sat down, told the diagnosis, I got told**
19 **what the treatment was going to be, the whole**
20 **treatment package, you get support lines, you've got**
21 **somebody there to -- you know, the leaflets,**
22 **everything, and I was well looked after when I had my**
23 **cancer.**
- 24 **This just abandoned me to the fears I had, the**
25 **illness -- you know, the complete lack of knowledge,**

22

- 1 Q. Why did you have to wait?
- 2 **A. I was told I would have to wait until the NHS funding**
3 **was available. I was told it was done on a month to**
4 **month basis, that who could have their treatment**
5 **funded that month and that you wouldn't know who it**
6 **was going to be until they'd had the meeting that**
7 **month and decided who was going to get the treatment,**
8 **so that if somebody suddenly became a really bad**
9 **case -- you know, it was you didn't know when you were**
10 **going to get treatment. The nurse said that she was**
11 **retiring in five years' time and I may have had the**
12 **treatment funded by then.**
- 13 Q. You feel you shouldn't have waited for treatment.
- 14 **A. No, I didn't see why on earth I should wait for the**
15 **treatment, especially as I'd found out that it was the**
16 **NHS that had actually given me the infection and**
17 **caused so many medical problems associated with that**
18 **and the fact I needed the treatment, they should have**
19 **just made it available there and then.**
- 20 Q. While you waited for the treatment to start, did you
21 have any support?
- 22 **A. No. I had no support. Literally, there was just --**
23 **I was just left on my own. It was just like I was**
24 **abandoned to sort of be on your own, there's no**
25 **advice, there's no counselling, there's no help.**

24

- 1 **almost like they wanted me to go away and they wished**
2 **they hadn't found me.**
- 3 **I think there should have been counselling.**
4 **I actually asked in February, the one year, I went to**
5 **my GP, a different GP because I won't see him anymore,**
6 **if I could have counselling because I felt that I'd**
7 **gone into shock when I got diagnosed. I felt I wasn't**
8 **copng. I thought I needed help and they said they**
9 **would put me forward to it.**
- 10 **I finally got, 12 months later, I got the offer**
11 **of talking therapy. I went to the appointment.**
12 **A young woman sat there, and she asked -- well, no,**
13 **first I got a call saying would I go to a group**
14 **therapy session and I was like, no, no, no way am**
15 **I sitting in a room explaining why I'm like I am. So**
16 **then I had an appointment to see somebody singly and**
17 **I went in the room and she listened to me, everything**
18 **that happened, and she was getting a bit sort of ...**
19 **while I was talking and then she says, "I'm getting**
20 **really stressed just listening to you", which just**
21 **gave me no hope or, you know, of any help. I mean,**
22 **I just felt I've just opened my heart, given some**
23 **trust in somebody which I found really hard since**
24 **finding out everything, and she just ... like,**
25 **"I can't cope with this", and she actually, I had to**

25

1 **go back and be referred to somebody else because she**
 2 **literally couldn't cope. She didn't understand the**
 3 **situation and she couldn't help me.**
 4 Q. So that period of counselling came to an end?
 5 **A. It came to an end rather abruptly, yes.**
 6 Q. Eventually you were referred for some sessions for
 7 cognitive behavioural therapy and eye movement
 8 desensitisation and reprocessing treatment?
 9 **A. That's right, yes.**
 10 Q. You have said that that therapy came to an end for
 11 reasons that we will come to.
 12 **A. Yes.**
 13 Q. But you've said that the fact that the number of
 14 sessions was limited to 10 to 12 was in itself
 15 difficult.
 16 **A. It is, because if you get therapy and you need to keep**
 17 **talk through something that's also not just been so**
 18 **traumatic but, you know, it's ongoing and you need to**
 19 **take the time to do it, to be told at the start,**
 20 **"Well, you've only got 10 to 12 sessions to actually**
 21 **be cured of your psychological problems, your**
 22 **depression, your anxiety, all this has got to be done**
 23 **because we only get funding for 10 to 12 sessions",**
 24 **it's like adding extra pressure to something that's**
 25 **awful already.**

27

1 **and I felt more down and -- from being able to cope in**
 2 **a way, I hate to refer to Andy but he said you learn**
 3 **to deal with the thing, and I dealt with the cancer,**
 4 **I'd stayed confident, looked after my kids. It really**
 5 **knocked me sideways and I haven't been the same since,**
 6 **since that.**
 7 **I mean, I was having the tests while I was**
 8 **having it as well and I'd heard great things about**
 9 **people's numbers dropping. Mine took to after 12**
 10 **weeks to drop, so I was scared it wasn't going to work**
 11 **and actually the nurse didn't think it was going to**
 12 **work, but the test four weeks after I'd finished**
 13 **showed it had actually cleared, which was a bonus.**
 14 **But I've never felt the same since having it.**
 15 Q. Your hair turned a different colour as well?
 16 **A. Yes, I had -- if you imagine that I'd been ill, I**
 17 **couldn't be the fit, healthy, happy person already,**
 18 **then having gone down to 6 stone, I was skeletal and**
 19 **I felt horrible. The one thing I had left was**
 20 **waist-length hair, a lot of it.**
 21 **The treatment, it started changing colour as it**
 22 **was growing out and each month my hairdresser said**
 23 **it's like looking at the rings on a tree, the**
 24 **time-lines, it went yellow, it went a funny colour and**
 25 **it all started breaking off and falling out.**

26

1 Q. While you were on the treatment with Eplclusa can you
 2 tell us how you were?
 3 **A. Well, I was hoping to actually have no side effects**
 4 **because it was, you know, all I'd heard was it's**
 5 **really good, you take it for 12 weeks, you'll be fine,**
 6 **but I wasn't. I don't know whether it was just**
 7 **unlucky or whether it's the association of the**
 8 **multiple drugs I'm on and it reacted with those.**
 9 **I was very sick. I was very tired. I had**
 10 **headaches. I couldn't sleep. I was shaky. I got**
 11 **hearing loss worse than I had before and I became**
 12 **desperately in a dark place that I'd never felt.**
 13 **I mean, I'd been depressed but this was just**
 14 **horrendous and it scared me.**
 15 **And then it cleared a bit, and the next day, and**
 16 **I realised that it was sort of two to three hours**
 17 **after I had taken the tablet this just wave of**
 18 **overwhelming awfulness that you just -- it takes you**
 19 **to a different place. It's like you have been taken**
 20 **out of yourself and there's just this scared shell**
 21 **that can't actually see life straight anymore.**
 22 **It's -- like you're in a fish bowl. Life doesn't seem**
 23 **real.**
 24 **It was horrible. I felt out of control and it**
 25 **went on and it went on and I started getting dizzier**

28

1 **I ended up with just horrible stubble and I know**
 2 **it sounds stupid because everything, everybody goes**
 3 **through in the illness, but that's just hit me so**
 4 **hard. It was just the last little bit of you, it was**
 5 **me, it was just that last bit of nothing to do with**
 6 **the illness. I'd still got my hair, stupid and vain,**
 7 **but it was just that one thing that kept me going.**
 8 Q. You said in your statement:
 9 "My hair was the last thing I had and that
 10 destroyed my self-confidence."
 11 **A. I just didn't feel like a woman anymore. I didn't**
 12 **feel like a person. I was just this ill, skeletal**
 13 **thing that ... you know.**
 14 Q. You have continued to feel really quite unwell, even
 15 after the treatment?
 16 **A. Yes, I have not felt well since. I just felt -- I've**
 17 **never felt well. I haven't felt well since 1987 but**
 18 **I've been through everything else and gone through**
 19 **everything else and I've just felt worse and worse and**
 20 **worse, and I was so hoping the treatment would make me**
 21 **better.**
 22 **All it did was get rid of the hep c -- all it**
 23 **did, that sounds like it's belittling it because it's**
 24 **a big thing to get rid of it, but that's it, it's done**
 25 **that. It hasn't changed my life. It hasn't changed**

29

1 **my health. It hasn't given me that I'm okay now.**
 2 Q. Mrs D, I'm conscious we've been talking for a little
 3 bit more than half-an-hour. Do you want to take
 4 a break at this point?
 5 **A. No, I'm fine. I'll carry on. I'll just keep crying**
 6 **in my tissue.**
 7 Q. As you say, you've cleared the virus.
 8 **A. Yes.**
 9 Q. And you have now been discharged from the liver team?
 10 **A. Yes.**
 11 Q. But that in itself is making you anxious. Can you
 12 explain why?
 13 **A. Because it was, "You've cleared it, goodbye". I was**
 14 **told I'd got, you know, F3 nearly F4, you know, I'd**
 15 **got severe fibrosis, it was obvious, it was nearly**
 16 **cirrhosis, and I am on a lot of other things and**
 17 **there's no follow up. There was no, well, you know,**
 18 **I mean, I've already had cancer. I'm on immune**
 19 **suppressants which makes you more likely of cancer and**
 20 **having had hepatitis C there's another high risk of**
 21 **liver cancer and I hoped or I think I should be**
 22 **checked every six months or so to catch something**
 23 **early.**
 24 **You know, it was 30 years before they found**
 25 **that. I'd like them to catch something like that**

31

1 **said special precautions on every test after that, so**
 2 **they'd get the gloves, and then you'd see other people**
 3 **looking and you are thinking they're going, "They're**
 4 **getting gloves for that person. They've got**
 5 **something".**
 6 **But it was the reaction from everybody. It's**
 7 **like the doctors suddenly didn't want to see me. I do**
 8 **not know whether it was suddenly, perhaps they felt**
 9 **guilty they hadn't found it or they, you know, they**
 10 **knew somewhere in my notes that it had said they**
 11 **hadn't told me. They didn't want to do anything with**
 12 **it.**
 13 **The rheumatologist stopped seeing me, who had**
 14 **been seeing me for years, yet he saw me a month or so**
 15 **ago and said, the appointment before the last one, and**
 16 **he said, "Oh, I saw that you're infection was from**
 17 **a transfusion", and he mentioned that and I was just**
 18 **like, "Yes, it was yet", yet he saw me then and he**
 19 **hadn't seen me for years.**
 20 **My oncology team was the same, all of a sudden**
 21 **the person who's been seeing me didn't want to see me**
 22 **anymore. It made me feel dirty. It made me feel like**
 23 **I was in the way in their clinic, like they suddenly**
 24 **wanted to shuffle me off like into the cloakroom or**
 25 **something, you know, "Somebody else go and see that**

30

1 **a bit quicker but it's not the case. It's, "No,**
 2 **you've cleared it, you no longer need" -- from**
 3 **a mental okay, for just the knowledge that every six**
 4 **months they could check there's nothing else going to**
 5 **rear its ugly head would be at least helpful but they**
 6 **don't want to do that.**
 7 Q. Since your diagnosis, your rheumatology team has
 8 changed?
 9 **A. Yes, it has.**
 10 Q. As has your oncology team?
 11 **A. Yes.**
 12 Q. And you think that is because of your hepatitis
 13 diagnosis?
 14 **A. I do. I found a change in an awful lot of people as**
 15 **soon as I got that diagnosis. I wouldn't see the**
 16 **consultant I'd been seeing for ten years. I'd**
 17 **suddenly have to see somebody else.**
 18 **The four-weekly blood tests which became almost**
 19 **like a community day because you would go and you'd**
 20 **see the same people, you would see the same**
 21 **phlebotomists, they would be chatty. They stopped**
 22 **being chatty. Where I have to have my blood tests**
 23 **it's lots of little cubicles with curtains, and they**
 24 **always leave all the curtains open, so it's like five**
 25 **or six people having blood tests and, of course, it**

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1 **person because they got that", and that's how I felt.**
 2 Q. You have also had a very serious issue with your now
 3 ex-neighbours?
 4 **A. Yes, I have. Well, I think it's the ex-neighbours,**
 5 **you know, because I never found out who it was --**
 6 **which is the reason I get emotional because I know**
 7 **it's coming.**
 8 **I obviously got in touch with the EIBSS and I,**
 9 **you know, got letters. One of my letters didn't**
 10 **arrive. I didn't know it was sent out but it hadn't**
 11 **arrived. The only reason I know it didn't arrive was**
 12 **because I got -- I had a letter come through the door**
 13 **through the post with my name on it, opened it up. At**
 14 **the top of the letter it had got my name and my**
 15 **payment beneficiary ID number for better -- I don't**
 16 **know what else you'd call it.**
 17 Q. The EIBSS reference number I think you called it.
 18 **A. That's it, yes. And somebody'd written they didn't**
 19 **want dirty bloody people like us in their community.**
 20 **They didn't want to be in the doctor's with me, they**
 21 **didn't want to be sitting on the bus next to us, they**
 22 **didn't want their kids to have to go to the same**
 23 **school as my kids. They thought that I should leave**
 24 **or hurry up and die. But I scanned down and the worst**
 25 **bit said -- and I don't want anybody else in the room**

1 **to be upset by this.**
 2 Q. I'm happy to read it if it is too upsetting for you.
 3 **A. Yes, if you would please.**
 4 Q. "They said that people like us should be taken into
 5 a field and shot and then our bodies burned like
 6 a cull of cows and badgers."
 7 **A. Which is kind of pretty difficult to take about your**
 8 **son. It wasn't just for myself, it was for my kids.**
 9 **I mean, they were saying it about my kids as well.**
 10 Q. You shredded the letter and got in touch with the
 11 police.
 12 **A. I wanted it destroyed, yes.**
 13 Q. Sadly, things didn't end there, did they?
 14 **A. No, it didn't. I mean, I did phone the police and**
 15 **actually I spoke to a woman police officer who said**
 16 **that she'd actually experienced -- she'd been a police**
 17 **officer in the '80s when she'd experienced stigma with**
 18 **the HIV and AIDS people, so she was concerned that**
 19 **this might escalate but hoped it wouldn't.**
 20 **Then we had dead pigeons, dead rats, dead mice,**
 21 **dead squirrels thrown at the front door, on the drive.**
 22 **My son's -- my son is disabled and we have**
 23 **a wheelchair access ramp and somebody'd sprayed tomato**
 24 **ketchup across it "people die" and just doing it like**
 25 **blood and dirty blood and words running down the back.**

1 **to be doing his GCSEs now. He hasn't been to school**
 2 **in months. It destroyed him. He didn't want to live**
 3 **anymore. He didn't trust anybody. He said if this is**
 4 **what life is like and how people are in the world,**
 5 **what's the point?**
 6 Q. After about five months you were able to move?
 7 **A. Yes.**
 8 Q. Move house?
 9 **A. Yes. We had to wait for the council. Because of the**
 10 **financial position that my husband and I had been put**
 11 **in through the illness, we had to rent from social**
 12 **housing. So we had to wait for them to find somewhere**
 13 **and agree it and for us to move.**
 14 Q. But since you've moved house, it's obviously got an
 15 ongoing impact, as you've said, on you and your
 16 family.
 17 **A. Yes.**
 18 Q. But more recently you've again had issues with letters
 19 from the EIBSS.
 20 **A. Yes. I mean, I did complain to the Royal Mail at the**
 21 **time when the one letter -- because it was obvious**
 22 **that the one letter had gone missing because it had**
 23 **got my EIBSS number on which showed that they'd --**
 24 **somebody had read it.**
 25 **I again didn't have EIBSS letters arrive and the**

1 **You'd never knew what to go out to.**
 2 Q. It went on for quite some time, didn't it?
 3 **A. It did go on for some time. I mean, I had security**
 4 **cameras up where I lived. You couldn't see but you**
 5 **could just see the stuff being thrown on to the drive.**
 6 **I mean, the cameras stopped the van being sprayed but**
 7 **you couldn't see who. You could just see these dead**
 8 **things being thrown at the house.**
 9 Q. You and the family were terrified that perhaps
 10 something worse would happen, that the house would be
 11 burnt down?
 12 **A. We did. It just made it very clear that it was, like,**
 13 **leave or die. And I was petrified. I mean, I had to**
 14 **make my children aware that there was a threat. I had**
 15 **to say "don't go outside the door" because I didn't**
 16 **want them to have to see these things we had to clear**
 17 **up. My children became desperately, desperately**
 18 **miserable. They stopped seeing all their friends,**
 19 **they had to go under CAMS, the mental health service,**
 20 **but then they didn't trust to tell them just how bad**
 21 **it was or what was going on in case, in their minds,**
 22 **maybe they might not want -- you know, they might**
 23 **think the same things of them, to the point that my**
 24 **one son wouldn't go to college anymore. My other son**
 25 **was at school. He wouldn't go to school. He's meant**

1 **two that did arrive arrived in damaged bags that had**
 2 **been opened, very obviously been opened, and glued**
 3 **back down to the fact that it actually glued the**
 4 **letter to the envelope so it ripped when I opened it.**
 5 **And I'm constantly in touch with the Royal Mail.**
 6 **I'm in touch with the police. They say it's down to**
 7 **the Royal Mail. But it's really concerning because it**
 8 **happened at the previous address. I've moved and the**
 9 **same thing is happening at a completely different**
 10 **address, but it's all the letters from the same place.**
 11 **Now, I got in touch with EIBSS and said "It says NHS**
 12 **BSSA there on the back of my envelope, please send it**
 13 **in a plain envelope" which I thought would be a very**
 14 **simple solution so that if anybody in the postal**
 15 **system -- because by then I was thinking it's got to**
 16 **be somebody in the postal system because it's**
 17 **happening time after time. I thought it would be**
 18 **a really simple option and that didn't happen as far**
 19 **as I know.**
 20 Q. You've had two letters arrive in plastic bags which
 21 have been opened?
 22 **A. Yes.**
 23 Q. And then last month another letter has gone missing?
 24 **A. Another letter, yes. I mean, I really, really ripped**
 25 **into the Royal Mail over it because it was a new**

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- 1 address and I was, like, oh my god, my kid's are going
2 to be -- somebody's going to find out where we are
3 again, the whole thing's going to start again, and
4 they said 100 per cent it was all going to be sorted
5 and everything. And then a letter didn't arrive.
6 My thoughts personally is that whoever's opening
7 them and causing this problem has gone "I can't send
8 it in a damage bag because it's going to be
9 investigated, I'll just hold on to it and it will
10 never get there". I mean, and they said you will have
11 to wait -- even though they knew all the trouble with
12 the, like, six or seven letters that I'd had a problem
13 with and it is only from this place, no other post
14 goes missing. They said I'd got to wait 15 working
15 days to say it was missing, so I had to wait that and
16 then I had to phone up again, which is quite stressful
17 and traumatic having to phone up again and again and
18 try and sort this out.
- 19 Q. You say you have asked the EIBSS to send things in
20 plain envelopes but you don't think that can be have
21 been happening because of the most recent letter going
22 missing.
- 23 A. Yes.
- 24 Q. What have you asked them to do now?
- 25 A. I've now had to actually ask them to send me

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- 1 from my family."
- 2 A. Yes. I mean, it's to the point that it's caused such
3 distress I've had to bring my brother with me.
4 I mean, my husband is incredibly supportive but
5 because my children are so traumatised they won't
6 leave the house, he's had to stay at home with my
7 children and I've had to come here, so I've grabbed my
8 brother at the last moment and said, "You'll have to
9 come. I can't do this on my own". I don't go
10 anywhere on my own anymore, in case the stigma, in
11 case, you know, I have panic attacks.
- 12 Q. I want to move on to talk a little bit more about the
13 financial assistance. We've talked about the letters?
- 14 A. Yes, that's fine.
- 15 Q. But just in terms of the processes, as soon as you
16 were diagnosed with hepatitis C you registered with
17 The Skipton Fund?
- 18 A. Yes, because my hepatitis C nurse actually suggested
19 it. She actually told me about it. Because she
20 said -- she spoke to me, she said, "No, you got this
21 through this. They should pay out", so I applied for
22 the notes.
- 23 One problem I have with it is that you apply to
24 the Skipton or EIBSS and then you have to wait to get
25 all the information out of your medical professionals.

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- 1 everything by email which most people would think is
2 an easy thing but because I have photosensitivity due
3 to the autoimmune conditions which I believe have been
4 triggered by the hep c I can't go in front of computer
5 screens and everything. I am very light sensitive.
6 I have to wear 50 plus factor, so I don't go on
7 computers. I only have a phone. So accessing these,
8 which I don't think my husband or kids should have to
9 do, is now making it difficult for me to do that.
10 I don't have that facility or to print them off or
11 anything.
- 12 Q. All of those incidents have had a very significant
13 impact on your family, as have your infections?
- 14 A. Yes.
- 15 Q. In your statement you've put it like this:
16 "It's put pressure on all of us. It's caused
17 stress in my relationship with my husband. It's put
18 stress on my children. I have lost friends and there
19 are family members that I no longer see. We don't
20 have a social life. We don't see anyone. I've hated
21 myself for years. This in itself has had an impact.
22 If the kids want to do something I am too ill, too
23 tired, or can't afford it. I haven't been the wife,
24 the Mum, the sister or the daughter that I could have
25 been. All of these things have been taken from me and

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- 1 You have got to try to get the notes, the proof, then
2 you have to get the form signed. I mean, I sent it
3 in. They asked for more information. It got sent
4 back. Finally, I got it all sent in and it got
5 approved but this was well over a year and so, I mean,
6 they did agree in the end and the same with the SCN,
7 they agreed that so I get that, but the fact is why
8 doesn't somebody get paid from when they register.
9 Why doesn't somebody pay it if you're infected, and
10 it's from that -- why don't you actually get back paid
11 from when the scheme starts for everybody, because
12 everybody's been infected and it's not my fault or
13 anybody else's fault if I don't get diagnosed for
14 30 years instead of 20 years. Why did I not get
15 payments from then?
- 16 But even when I've got diagnosed they go, "Yes,
17 it's true. We're not going to backdate it to when you
18 registered. We're only going to pay you from when you
19 could actually get all the notes and the information
20 out of everybody", which was incredibly difficult,
21 which causes more stress, more time and everything
22 else.
- 23 I mean, yes, and with the uplift of payments and
24 things it is going to make it easier on myself and my
25 children and it's, you know, I'm grateful that's going

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- 1 to help because I've been pushed on to a life of
2 benefits. My husband had to give up work to look
3 after me, so it's really ruined us financially.
4 I started off a shelf stacker and I ended up as
5 a key holder of a national store. I was working for
6 one of the large nationals, I was trainee management.
7 I'd take over. I could do the whole job. I should
8 have been on an incredibly good wage. My husband was
9 working. All gone and now we're just -- so this
10 little uplift will help but we haven't got a house.
11 We haven't been able to buy a house because of it.
12 Again, the same as Andy said, you don't know if
13 it's going to carry on, you don't know whether it's
14 going to stop and there is that thing where anybody
15 else who's just been diagnosed, somebody who is
16 diagnosed, why should we have gone out without the
17 payments from back then, just because nobody found us
18 and told us we'd got this illness because we're
19 infected years, you know, 30 years ago. Why should
20 I only have like 12 months' payments?
21 Q. You also applied for funding for a specialist bed
22 because of the joint and muscle pain you suffer from.
23 A. Yes.
24 Q. And that was turned down.
25 A. It was, yes.

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- 1 constantly kept saying no, to the point I didn't
2 bother going back, because there was no way my GP
3 said, "We don't know enough about it really anyway to
4 write these letters but we've said we support you",
5 and they've turned round and said no.
6 I was going to ask for the support for the
7 counselling because I thought I'm getting nowhere with
8 the NHS. I could do with that money to help
9 counselling, but when you've been -- you've gone with
10 your begging bowl out and they've gone "No", you don't
11 want to do it again. It's a horrible process to have
12 to ask, and to go through a process when you get what
13 you think is enough, you know, you have to go to the
14 doctor and say, "Please, can you do this. Please, can
15 I have a bed please, sir", and they go "No, actually,
16 the wording's not right", so I haven't asked for the
17 counselling or anything else and I don't think
18 I would.
19 Q. You have just given up?
20 A. I've given up asking for anything like that.
21 Q. Mrs D, those are the questions I have for you. Before
22 I ask Mr Lock whether there are points he wishes for
23 me to raise is there anything else you would like to
24 say?
25 A. No. I think I'd just, I'd actually just like to thank

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- 1 Q. What your observations about that?
2 A. I phoned them up and I explained the problems that I'd
3 got and they said, "Yes, you can apply". The one big
4 problem I have is the inconsistency of the information
5 you get from them because you'll speak to one person,
6 they'll say one thing, and the next time they'll
7 say -- they said I need a letter from the doctor.
8 I went to the GP and they said, yes, they'd write
9 a letter supporting saying I suffered from these
10 conditions and they thought that a specialist bed
11 would help me. That I'd been diagnosed hepatitis C,
12 I'd got all this, which I phoned them up I said,
13 "I got this letter", and they said, "That will be
14 fine", and it phoned up 30 days later saying,
15 "I haven't had a decision. Is it going to happen".
16 I'd had to go round getting quotes, because you have
17 to get quotes for the bed, and they said, no, it's not
18 good enough because she said they, can't -- haven't
19 actually said it's the hepatitis C that causes the
20 pain, and I said, "Oh right, okay, well it's difficult
21 to say that", and I went back to the doctor and she
22 says, "Well, no, hepatitis C itself doesn't cause the
23 pain. It can cause conditions that cause pain", but
24 she wouldn't directly say the hepatitis C caused pain,
25 so even though I was having all those problems they

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- 1 all the support groups and people who have been there
2 for me because nobody in the NHS was. The only way
3 I found anything out is by some of these wonderful
4 people and people who aren't here as well who have
5 help me to get through this, because there's been --
6 I was just abandoned by it, and I really do hope that
7 one of the recommendations is, from this Inquiry, that
8 there is the counselling and the support and the help
9 there, and I mean proper counselling and support by
10 people who fully understand how this affects people
11 and that's put in place from day 1.
12 Q. I'm just going to turn my back.
13 A. That's fine. (Pause)
14 Q. Just one point Mr Lock asks me to raise, and that is
15 that we spoke a little bit earlier about the cognitive
16 behavioural therapy and the EMDR that you were having
17 and started.
18 A. Yes.
19 Q. Why did that come to an end?
20 A. Because I was going through the -- it was just -- I'd
21 just started that when we started getting all the
22 death threats, I'd had the letter, the stress, the
23 house move, and they said that it was getting in the
24 way of my treatment, because obviously my anxiety and
25 everything just went up a level.

45

1 **So it was like being beaten with another stick.**
2 **It was like finally you have got some help and because**
3 **of the infection and the stigma that stopped me even**
4 **having that help and she stopped it, and then I,**
5 **because I couldn't go, I had to -- the sessions had**
6 **finished so I would have to go back to the GP and be**
7 **referred all over again knowing that I could go back**
8 **and see somebody who probably doesn't understand and**
9 **I'd still be under the pressure to be fine after ten**
10 **half hour sessions, which isn't going to happen.**

11 **MS FRASER BUTLIN:** Thank you.

12 **SIR BRIAN LANGSTAFF:** Mrs D, thank you very much that
13 despite all the reasons you have to feel anxious
14 you've had the courage to come and tell us your story
15 as you have. Thank you.

16 We'll take a break until 2.30.

17 **(1.19 pm)**

18 **(Luncheon Adjournment)**

19

20

21

22

23

24

25

	23/24 44/6			
MS FRASER BUTLIN: [1] 45/11 SIR BRIAN LANGSTAFF: [4] 1/3 2/11 2/15 45/12	able [4] 12/4 27/1 35/6 41/11 about [31] abruptly [1] 25/5 absolutely [1] 13/19 access [1] 33/23 accessed [1] 21/1 accessing [1] 38/7 accidentally [1] 2/8 achey [1] 7/5 across [3] 3/24 17/25 33/24 acting [1] 1/18 actually [32] adding [1] 25/24 address [5] 1/13 19/2 36/8 36/10 37/1 Adjournment [1] 45/18 admission [1] 16/22 admit [1] 18/10 admitted [3] 2/23 15/12 17/2 advice [3] 13/13 13/16 22/25 affects [1] 44/10 affirmed [1] 2/10 afford [1] 38/23 after [15] 2/12 5/11 7/8 14/7 23/22 26/17 27/4 27/9 27/12 28/15 31/1 35/6 36/17 41/3 45/9 afterwards [1] 2/5 again [15] 1/8 11/16 11/17 18/25 19/23 35/18 35/25 37/3 37/3 37/16 37/17 37/17 41/12 43/11 45/7 age [1] 18/1 ago [2] 31/15 41/19 agree [2] 35/13 40/6 agreed [1] 40/7 AIDS [1] 33/18 all [50] almost [2] 24/1 30/18 alone [1] 4/3 already [4] 4/11 25/25 27/17 29/18 also [6] 12/25 15/2 16/21 25/17 32/2 41/21 although [1] 19/13 always [4] 16/25 18/19 18/19 30/24 am [6] 9/18 24/14 24/15 29/16 38/5 38/22 amongst [1] 4/10 an [21] anaemia [5] 16/23 17/4 17/7 17/12 18/3	anaemic [7] 16/25 16/25 17/1 17/1 17/3 17/4 17/13 Andy [3] 18/20 27/2 41/12 angry [2] 11/22 11/25 anonymity [1] 1/10 another [4] 29/20 36/23 36/24 45/1 answer [1] 21/11 anxiety [2] 25/22 44/24 anxious [2] 29/11 45/13 any [13] 1/14 1/16 5/5 7/3 9/2 10/20 13/5 13/11 13/17 16/15 21/10 22/21 24/21 anybody [9] 3/20 11/16 20/18 23/12 32/25 35/3 36/14 40/13 41/14 anybody's [1] 23/14 anymore [11] 5/21 7/11 7/13 7/24 24/5 26/21 28/11 31/22 34/24 35/3 39/10 anyone [2] 21/1 38/20 anything [12] 5/6 9/4 13/11 13/13 13/17 20/18 31/11 38/11 43/17 43/20 43/23 44/3 anyway [2] 17/13 43/3 anywhere [1] 39/10 appearance [1] 1/15 applied [3] 15/5 39/21 41/21 apply [2] 39/23 42/3 appointment [10] 9/1 10/5 12/17 18/23 20/14 20/17 20/19 24/11 24/16 31/15 appointments [1] 18/20 appropriate [1] 21/9 approved [1] 40/5 April [1] 18/16 are [18] aren't [1] 44/4 arguments [1] 17/15 arising [1] 6/25 around [3] 2/4 5/23 17/20 arrive [6] 32/10 32/11 35/25 36/1 36/20 37/5 arrived [2] 32/11 36/1 arthritis [1] 14/6 as [39] ask [5] 4/6 37/25 43/6 43/12 43/22 asked [11] 9/21 11/22 11/23 12/22 16/7 24/4	24/12 37/19 37/24 40/3 43/16 asking [2] 15/10 43/20 asks [1] 44/14 assistance [1] 39/13 associated [1] 22/17 association [1] 26/7 attacks [1] 39/11 attended [1] 18/15 attending [1] 19/18 August [1] 21/24 autoimmune [3] 6/19 8/3 38/3 autumn [1] 21/17 available [2] 22/3 22/19 aware [2] 20/12 34/14 away [4] 6/5 10/5 23/16 24/1 awful [3] 7/11 25/25 30/14 awfulness [1] 26/18	birth [1] 15/16 bit [14] 4/14 12/2 15/8 15/22 19/4 24/18 26/15 28/4 28/5 29/3 30/1 32/25 39/12 44/15 blanket [1] 3/18 blood [10] 8/2 12/7 13/10 14/18 19/22 30/18 30/22 30/25 33/25 33/25 bloody [1] 32/19 bodies [1] 33/5 body [1] 7/25 bonus [1] 27/13 borne [1] 13/10 bother [1] 43/2 bowel [1] 6/10 bowl [2] 26/22 43/10 box [1] 16/23 brain [1] 10/12 break [4] 2/12 2/17 29/4 45/16 breaking [1] 27/25 brilliant [1] 12/18 bring [2] 16/7 39/3 brother [2] 39/3 39/8 BSSA [1] 36/12 building [4] 3/23 3/25 5/2 16/14 burned [1] 33/5 burnt [1] 34/11 bus [1] 32/21 but [68] BUTLIN [1] 2/19 buy [1] 41/11 by [17]
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