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16 JUL 2015

HDC WGTN



7 July 2015

Mr and Mrs Burton

Wellington

Dear Mr and Mrs Burton

I am writing to you following the finding by the Health and Disability Commissioner that CCDHB breached Right 4(1) of the Health and Disability Code by failing to provide services to your son William with reasonable care and skill.

As Executive Director (Clinical), of the Surgery, Women and Children's Directorate, I sincerely and unreservedly apologise to you both for the care provided to William at Wellington Hospital in October/November 2013. We remain deeply sorry for the events that resulted in William's permanent disability from neurological injury that arose from the inadequate care provided to William on his presentations to Wellington Regional Hospital in 2013. I apologise that we did not provide an adequate assessment and plan of care for William that met his needs. I was saddened to hear of William's outcome and I appreciate that the past eighteen months have been unimaginably difficult and distressing for you all.

As you know, a review of the care provided to William was undertaken here at CCDHB and the findings of that review have been implemented. These include, but are not limited to; improved staff training, updating of guidelines for staff assessing infants with signs and symptoms suggestive of infection and full implementation of a policy requiring more senior doctors (registrars or specialists) to review infants personally that come back to hospital within 72 hours. The Health and Disability Commissioner has also reviewed the care provided to William and has further recommended auditing the patient journey from ED to the Child Health Service for infants of William's age to ensure the appropriate level of experience and seniority of staff reviewing infants that come back to hospital within a short period of time is suitable and maintained. We would be happy to provide a copy of that audit to you if that would be of assistance. We are committed to monitoring our patients' care to ensure the most appropriate plan of care is made for infants and, again, I apologise that this was not achieved for William.

It is difficult to sincerely communicate in writing how genuinely sorry we are for the circumstances that lead to William's ultimate diagnosis. Should you wish to meet with me I will be happy to arrange a time to do so.

Yours sincerely

A handwritten signature in black ink, appearing to read "Derek Snelling". The signature is fluid and cursive, with a prominent loop at the end.

Derek Snelling
Executive Director, Clinical
Surgery, Women and Children's Directorate, CCDHB



Health and Disability Commissioner
Te Toihau Hauora, Hauātanga

20 July 2015

Derek Burton

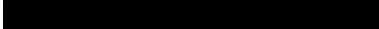


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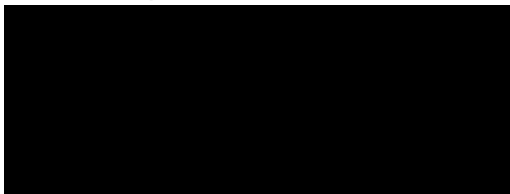
Dear Mr Burton

Complaint: Capital & Coast DHB
Our ref: 13/01651

Further to the recommendation made by the Commissioner in his final report, please find **enclosed** a letter of apology from Capital & Coast District Health Board (CCDHB).

As you know, the Commissioner intends to publish an anonymised version of his final report, naming only his expert and CCDHB, on HDC's website for educational purposes on **10 August 2015**. If you have any queries about publication, please do not hesitate to contact me on 04 494 7921 or at 

Yours sincerely



Senior Legal Investigator

Enc Letter of apology