

From: Dalzell, Bronagh
Sent: 23 December 2022 10:45
To: DL-MediaServices; PublicLiaison-SM
Cc: [REDACTED]
Subject: UPDATED Process for answering queries wrt [REDACTED] and Neurology Inquiry

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Hi everyone

So, I am reissuing my email below from June '22 with updated names in red. Please can you correct any contact cards you may have saved with names etc on it. Please can you use this updated process with immediate effect.

Just as a reminder, in terms of Neurology Inquiry – [REDACTED] and Clare remain across this, but for queries regarding today's actual neurology service, Brian Armstrong is the Director with responsibility for that service and Bronagh Hagan is the Service Manager. The two are separate.

Many thanks.

Bronagh Dalzell
Head of Communications
Belfast Health & Social Care Trust

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From: Dalzell, Bronagh
Sent: 29 June 2022 16:43

To: PublicLiaison-SM <publicliaison@belfasttrust.hscni.net> [REDACTED]

Cc: [REDACTED]
Subject: Process now agreed for answering queries wrt Muckamore Inquiry and Neurology Inquiry

Dear colleagues

We are only at the beginning of the [REDACTED], and the Independent Neurology Inquiry (INI), while its findings are now published, is still likely to generate a lot of discourse.

The legal team supporting the Trust through [REDACTED] is the same one involved in INI. Given the ongoing legal issues potentially attached to every response we send out, and at the behest of [REDACTED] we have agreed to adhere to the process below for answering media, FOIs, constituency/Department queries.

Could I please ask you to read the below and I can discuss it over the phone with anyone unsure of it, but equally, I hope to be [REDACTED] on Friday and can chat it through then with anyone. These processes should start with immediate effect. If in doubt about an enquiry when one comes in, please do raise it and we'll agree the best way forward. As we go forward, perhaps not everything will fit into this process neatly, therefore there may need to be a few tweaks.

Thanks everyone!

THE PROCESS FOR FREEDOM OF INFORMATION ENQUIRIES FOR BOTH INI AND [REDACTED]

Please process these enquiries as usual, going to the appropriate directors and nominated co-directors (please see list below)

BUT

- Please ensure [REDACTED] is cc'd in for every INI request for information

THE PROCESSES FOR MEDIA, CONSTITUENCY AND DEPARTMENTAL ENQUIRES IN RELATION TO INDEPENDENT NEUROLOGY INQUIRY (INI)

In addition to acknowledging the query when it comes in, please can you use this general line for media queries for INI, with whatever specific amendments the circumstances might require, may be:

'Thank you for your request. The Belfast Trust provided a detailed statement on the 21 June 2022 explaining a number of the changes already implemented arising from the work of the Neurology Inquiry. The report of the Inquiry is very detailed and it is necessary for the staff of the Belfast Trust to review and reflect on it, and consider what further steps are required. In the circumstances the Belfast Trust is not in a position to comment further at present.'

If you consider that what we have been asked does not lend itself to the above type of reply, or requires some fuller or different response, then please send it out for answer in the normal way and just run it past [REDACTED] in case

there are any issues the legal team would want to raise before we issue the answer [REDACTED] will check with [REDACTED] if [REDACTED] considers [REDACTED] needs to).

In other words and to summarise:

1. Use acknowledgement line as provided
2. For CONSTITUENCY / DEPT and MEDIA enquiries send out for answer to:
 - a. (INI) [REDACTED] and Claire Lundy
 - i. Cc [REDACTED]

[REDACTED]

[REDACTED]

Trust staff for Independent Neurology Inquiry

- [REDACTED] and Clare Lundy

Please also include the directors' PAs and make a call to ensure the enquiry is brought to the attention of the director / co director if time is an issue or if someone is on leave.

Legal team

[REDACTED]

Thanks everyone! I know it will take us a while to get used to this but if we could start with this tomorrow (Thursday) please, that would be great.

Best wishes

Bronagh Dalzell
Head of Communications
Belfast Health & Social Care Trust

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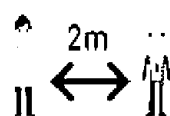


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