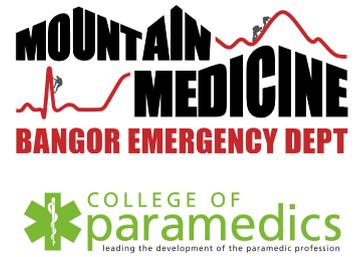


Bangor ED EMS CPD Day

22nd Feb 2016



Feedback on a presentation about Jasmine Lapsley's inquest

Introduction

Jasmine Lapsley was a 6-year child whose life sadly ended in August 2014 after she choked on a grape whilst on holiday on the Llyn Peninsula, North Wales. At Jasmine's inquest, amongst many other things, it became clear that the care of, and communication with, Jasmine's parents, from the scene through to and including the ED and beyond was less than optimal.

Bangor ED Clinical Fellow, Dr Niki Boyer - who was not involved with the case - attended Jasmine's inquest for five of the six days, hoping to glean learning points to share with colleagues. I attended the single day she could not.

This CPD event (organised by Bangor ED and the College of Paramedics) was the first opportunity for us to share some of the lessons we identified during the inquest, which was held about seven weeks prior to the event on 22nd Feb 2016. Dr Boyer's formal presentation - very much her own work, although drafted with my guidance - was attended by over one hundred delegates, and also by Jasmine's parents. Jasmine's father then spoke. This is the feedback from that session, sourced from delegate feedback forms completed at the event, plus feedback sent directly to organisers & speakers, and that relayed via social media.

Feedback from the EMS delegates is presented separately to that from the 18 non-EMS delegates (e.g. nurses, doctors, ODPs, medical students and a combat medical technician). Comments from Jasmine's parents (to whom we sent v1.0 of this report, i.e. the first 10 pages - the non-EMS analysis was available later) is also included.

We hope these results, and the positive experiences they convey, may empower organisers of other teaching events aimed at ambulance personnel to consider using recent, named (and in this case, high profile) cases to maximise the learning potential to clinicians.

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Event Organiser
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v2.0 - 25th Feb 2016

Additions:

- Two extra comments in Feedback section (EMS) received subsequent to v1.0
- Addition of section Jasmine's parents' response to the v1.0 feedback
- Slight amendments to "Introduction"
- Addition of extra section on the non-EMS attendees' feedback

How did delegates feel about it?

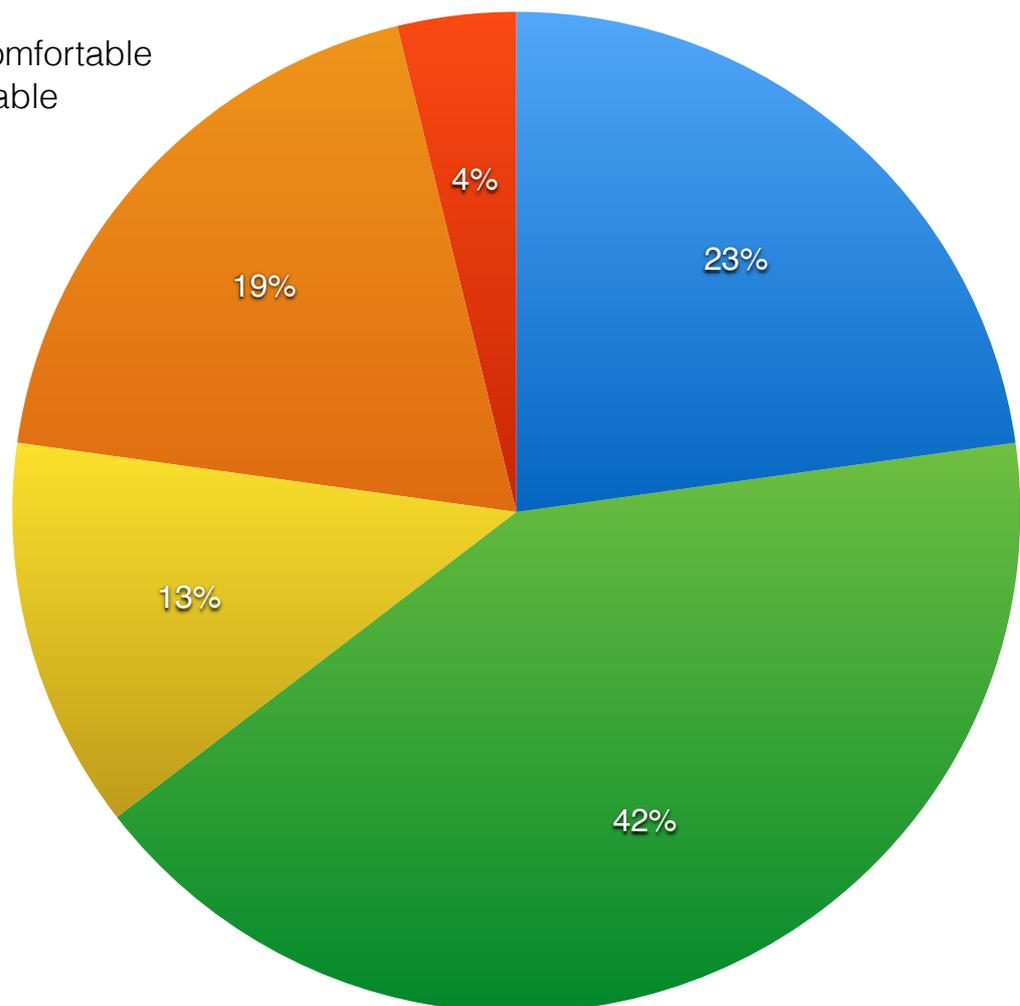
We knew that our decision to include this presentation on our CPD day programme was somewhat controversial. It had been on the programme since the event was first announced, but Mr & Mrs Lapsley's attendance at the event was only confirmed a few days before.

What delegates thought before the talk

We asked our delegates to indicate on their feedback forms, "What did you think when you saw that this presentation was on today's programme?".

From 79 replies from EMS personnel present:

- Somewhat pleased
- Very pleased
- Neutral
- Somewhat uncomfortable
- Very uncomfortable



Overall, before the talk, almost a quarter of EMS delegates were "somewhat" or "very" uncomfortable with the inclusion of this presentation on the programme.

How did delegates feel about it?

Dr Boyer's talk was a 40-minute scripted presentation, using her personal reflections from attending Jasmine's inquest as a springboard for discussion of a variety of topics, including:

- Pathophysiology of choking
- Cognitive bandwidth & situational awareness
- Fallibility of memory
- Importance of documentation
- PTSD in professional responders

Jasmine's father Rob then took the podium and addressed delegates, explaining some of the events that had caused him and his wife the most anguish, from the scene to the hospital and beyond.

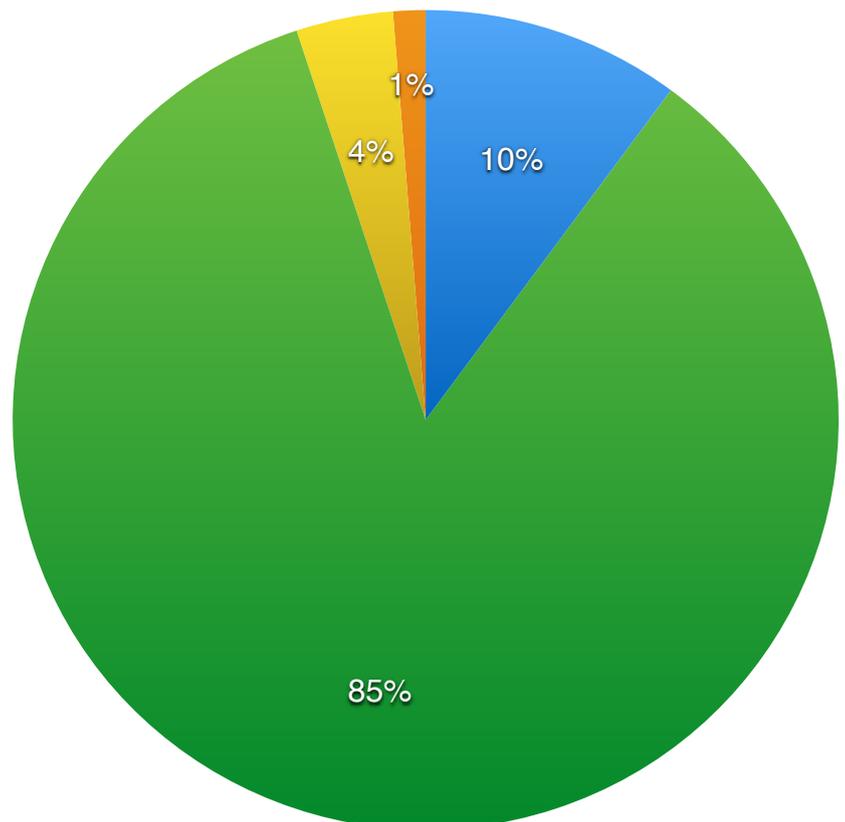
We purposefully omitted any discussion of the system issues identified in the inquest verdict's Prevention of Future Deaths recommendation, or other parts of the inquest verdict, as some matters are still ongoing.

What delegates thought after the presentation

We asked our delegates to indicate on their feedback forms, "How do you feel now about the inclusion of this presentation on today's programme?".

From 79 replies from EMS personnel present:

- Somewhat pleased
- Very pleased
- Neutral
- Somewhat uncomfortable
- Very uncomfortable



After the talk, the proportion of EMS delegates somewhat or very uncomfortable fell to 1% (a single respondent) and those somewhat or very pleased increased from 65% to 95%

Comments from feedback forms (EMS)

Here are all the comments from EMS delegates, together with indication of where the delegate answered on the previous two questions (e.g. “S→V” is from somewhat pleased to very pleased that the presentation was included):

Comments “What did you think before”	Comments “What did you think after”
Worried	Very informative
I was pleased it was included but uncomfortable re possible content	Sensitively presented, raised some questions but provided some answers.
interested in the presentation but very uncomfortable with idea of parents being there (neutral to somewhat)	Very much better informed, lot to reflect on in own practice
Apprehensive about hearing the service failures (somewhat to very pleased)	Eye-opening, thought-provoking, educational. Niki should be very proud of her presentation.
	Brave, excellent, very well presented, thank you
Very brave for parents to attend (somewhat to very)	Helpful: real practical things about communication and care of relatives (somewhat to very)
	Slightly ashamed: felt we let the family down as a service, I respect CFRs for what they do but clock stopping is not the answer. (somewhat to very)
Unsure - a little uncomfortable about what content of session would be (somewhat to very)	Powerful, brave, appropriate- great choice of content - well done.
Had been well documented and I was intrigued to hear the true story behind the awful situation (Somewhat to very)	A good insight into the case and I was quite impressed how the subject was delivered (somewhat to very)
Interested about what can be learnt. Being a parent I was very apprehensive about the finer details. (somewhat to very)	Very moving and emotionally charged presentation. Feel glad that I attended, thought Dr Boyer was excellent under the circumstances (S -> V)
Contentious subject (S--> V)	Very well presented a lot learnt, all positive
Thought it would be a difficult and sensitive subject to cover (S-->V)	Excellent presentation by Dr Niki - faultless really, must have been tough with the child’s parents present.
A very difficult topic to talk about and to listen to, but I think one that did need covering. Hopefully some good can come from a tragic event (S-->V)	An excellent presentation under difficult circumstances
This is a very emotive topic and I was unsure of how I would feel but now interested in listening to Nikis presentation (S>V)	This really was a fantastic presentation/ reflection that has raised my awareness of more of the issues/ concerns/ feeling experienced by parents and will inform my practice
As a first aid instructor al am interested to hear what was done initially and if there are any learning points in the initial treatment (V>V)	Very powerful and emotive presentation lots of lessons at every stage. Reinforced the importance of communicating with the NOK and the need to stand back and see the bigger picture
Intrigued, did not know much (V to V)	Difficult topic, handled excellently. Touching. Very educational. EMS should do more of this
Interested to hear the facts as opposed to the press reporting on the case (V>V)	Excellent to understand what happened and lessons learned. Also good to hear how parents felt.

Comments from feedback forms (EMS)

Comments "What did you think before"	Comments "What did you think after"
Interesting but a bit uncomfortable without knowing what the presentation was going to focus on (V->V)	Excellent emotional presentation. Particularly important reminding us of how we must look after families loved ones as well as the patient
The presentation very good (V to V)	very good
	Sensitively delivered, very interesting, and hugely informative (V to V)
	Very helpful, learned a lot (V to V)
Wanted to learn more about this case (V to V)	Very interesting regarding communication and paediatric arrest. No clinical issues in presentation
Good, thinking of previous cases, worthwhile subject would be good to hear how people see our actions (V to V)	Good presentations, as a WAST CTL it has given me a lot more information to take back to my team and share to improve the care we give both patients and families
Was expecting the treatment process/ diagnostic and treatment. What learning points were learned from WAST (V to V)	Excellent presentation. Disappointed not to get the info (see right). Possibly follow up via emails.
	Very good presentation in difficult circumstances (N to S)
As Morfa Nefyn CFR, apprehensive, especially about parents being present (Somewhat uncomfortable to very pleased)	Excellent presentation, still not convinced about parents' attendance - whilst I absolutely sympathise maybe they had a restraining effect on a possible discussion with the audience.
The main reason I applied to come on the session at YG (V> V)	It was honest, frank and unbiased. The talk to me identified that communication is key
Open minded about the content. (V to V)	An honest interpretation of the true observations made and the effects such an incident has on all people involved
This was a really brave presentation to run, but so important for our professions (V to V)	Without question the most powerful presentation I've ever been to. Really pleased that Jasmine's parents have engaged with this.
	Very relevant, moving, poignant obviously very emotive but useful (V to V)
Apprehensive about placing blame (somewhat uncomfortable to very pleased)	Very well presented with the sensitive topic managed perfectly.
Para and CMT crew directly involved from my station so have some personal involvement (somewhat uncomfortable to very pleased)	Excellent talk very well presented, and has a positive reflection well done
Felt very uncomfortable when I realised that Mr and Mrs Lapsley were attending (Very uncomfortable to very pleased)	Has made me re-evaluate how I need to communicate during times of stress
Concerns regarding paramedic practice and the effect it may have on individuals involved in her case (Somewhat uncomfortable to very pleased)	Excellent presentation that provided an understanding of why things go wrong. Documentation +++++ . We need to do this more often.
Not so much uncomfortable but unsure whether there was much benefit beyond paying respect (lip service?) to the family. This was largely due to an unfair assumption that grievances would be focused on resources and response times, which you correctly pointed out was beyond the reach of the room. (Somewhat uncomfortable to Very pleased)	Benefitted from the families perspective of where they were failed. Will affect my determination to improve inclusiveness and communication

Comments from feedback forms (EMS)

Comments "What did you think before"	Comments "What did you think after"
I know clinicians involved, concerns over WAST's dealings with the incident. Was concerned over content and feelings involved (Very uncomfortable to somewhat pleased)	Emotive but very sensitively dealt with, informative and useful lessons learnt.
Thought there would be lots of criticisms of the WAST staff (very uncomfortable to neutral)	Interesting to know how the family felt/ feel. Good to know what we can learn from it
Lots of publicity, nice to get an 'un-sun' version (Very pleased to very pleased)	Made me think about how I treat paediatric emergencies in regard to management of parents.
Very good. Brought one of my hang ups into perspective (Very to Very)	
	Excellent
Was unsure what it was going to be like (Very to Very)	This was very touching. I do understand that we should respect the parents' concerns, but patient is our priority
	Useful and reassuring session. Useful also to hear parents' side and how important it is to look after them and keep them informed to avoid misunderstandings (V to V)
	Moving, very useful info gleaned. Brave of the father. Thank you (neutral to very pleased)
I knew nothing of this case before coming (neutral to very pleased)	Excellent session, glad of the open learning culture
A lot to learn on all levels. But communication high on the list which came out in the inquest (neutral to very pleased)	Proven that communication is very important for everyone involved. Very brave parents
Unsure about the presentation angle (Neutral to Very pleased)	Very interesting case study. Well presented and structured taking into consideration the sensitive nature
It was a shock to read - unsure how it would turn out (somewhat uncomfortable to very pleased)	Having been in education for around 20 years this was one, if not the, most compelling talks/sessions I have had the pleasure to listen to. Well done. Niki's presentation was ace. More on this type of reflective studies in the future!
Worried how much information was going to be included and how the ambulance service would be portrayed (somewhat uncomfortable to very pleased)	Thought it was addressed and presented very well. It needed to be included.
A little bit apprehensive (very pleased to very pleased)	
	Very interesting. Made think about how things are being viewed by other people (somewhat pleased to somewhat pleased)
	A very brave decision to include this but absolutely appropriate and dealt with with honesty and sensitivity. WAS could benefit greatly from adopting this degree of transparency and willingness to learn from recent cases (very pleased > very pleased)

Comments from feedback forms (EMS)

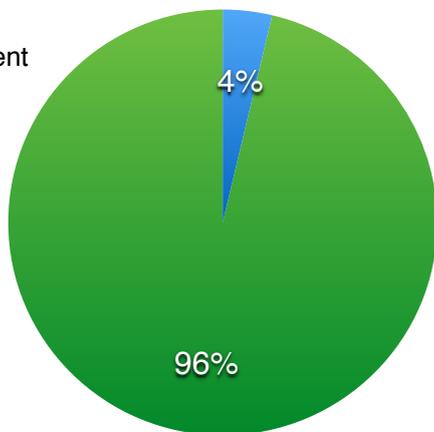
Comments "What did you think before"	Comments "What did you think after"
	Thanks Dr Niki for her emotional talk and sharing key points with us. (very to very pleased)
As an ongoing issue perhaps the topic could have been delayed (Somewhat uncomfortable to somewhat uncomfortable)	Did not agree with comments re WAST documentation as no complaint made by WAST Re PCR
Excellent and very interesting (very pleased to somewhat pleased)	Very relevant. Brought back reflective memories of a paed's resus and how I dealt with the parents went against protocol, and did what she says do.
Felt the subjects were both interesting and valuable (somewhat interested to neutral)	Sceptical initially due to time frame but happy with outcomes of presentation
I felt this was a good thing for the family and thier recovery. But felt unhappy with regard to our trust. (very pleased to somewhat pleased)	Happy to have been [able to?] come. The presentation was at times ignorant of our role

Assessment of presentation

Was the presentation interesting?

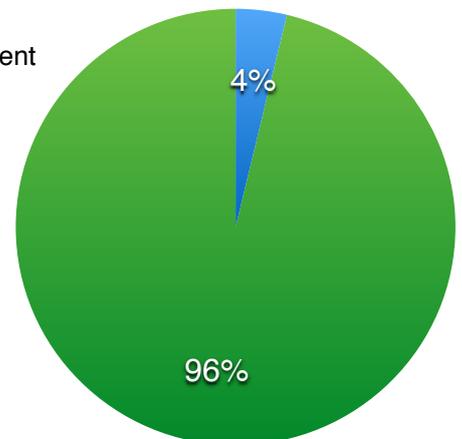
Feedback scores from the 79 EMS attendees whose feedback forms were completed

- Good
- Excellent



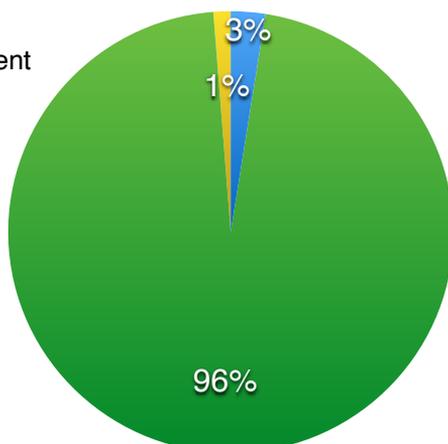
Was the talk useful to you?

- Good
- Excellent



How effective was the presenter (Dr Boyer)

- Good
- Excellent
- OK



Feedback sent to organisers (EMS)

I just wanted to thank you personally for arranging the EMS CPD event today. It really was a fantastic day, especially Niki's personal reflection on Jasmine Lapsley's case which was very sensitively tackled and taught us all something that we can use to inform our future involvement in all difficult and emotionally taxing cases.

If it wasn't for your enthusiasm, support and drive, I'm not sure this event would have happened so once again, thank you so much.

WAST CTL, North Wales coast

...for Mr Lapsley to stand there & speak as he did was phenomenal, I couldn't have done it. Without it sounding over exaggerated for all concerned it was unbelievable (for me anyway) to hear a gentleman speaking so openly about something so so personal, it's something I'll keep with me.

The family's view of events that day or for any other family in such tragic conditions are something we will probably never see or know about as we as crews are so fixated on what we are doing... time to sit back, think & re evaluate on my approach to details/jobs.

Thank you for you & your team's time & dedication in putting on today. The people who didn't or couldn't go have missed out.

WAST Paramedic, North Powys

We all loved the day - thanks! The inclusion of the parents was really moving, good to highlight points I may not have really thought about, and helps to hit home the gravity of the job and how seemingly little things for the crew have a huge impact on the family.

That's definitely something that can be slightly forgotten on the road, especially by people who've been doing the job a while, good to be reminded of it!

1st year Paramedic Student, Liverpool

Thanks for today. very worthwhile.

WAST paramedic, Anglesey

First of all I would like to thank you & your team for a brilliant CPD day. Without question the best one I've been on so far.

Mr Rob Lapsley, what can I say. Courage beyond words to stand there & talk like he did. I don't mind admitting to shedding a little tear listening to him.

Having listened to him & what he & his family have been through & their experience will without question make me look at how I deal with jobs in the future. I've never seen a room full of people so captivated.

WAST paramedic, North Powys

5969 words of notes from today. That was a glorious CPD event with a very humbling couple of talks on Jasmine so that we may make the most from the learning points.

It was a very heartfelt and worthwhile thing her dad did... It took a lot of guts for all those involved in the Jasmine case today.

Thanks for grasping the nettle... you and Niki have shown it can be done...if only this could be the precedent to get this happening more often. It needs to happen in pre-hospital care as otherwise the clinicians (& students) are not able to ensure they do the very best to ensure they learn from those mistakes.

Paramedic Science student

Very useful and thanks again... a well-delivered and respectful talk.

Private paramedic, Cheshire

Learned loads from your presentation. Really well handled and presented excellently.

Thanks!

WAST Paramedic, North Wales



Comments from Twitter

Live tweet-reporting is normal from medical and EMS conferences these days, but we asked our delegates not to tweet material *from the talk itself* - partly because Dr Boyer wove Jasmine's story through a variety of off-shoot topics, and with a TED-style talk (no bullet points) the possibility of a picture slide being interpreted as disrespectful if viewed in isolation was felt to be quite high.

Hence there were far fewer Twitter comments than there may have been without the twitter-blackout, here are a few of those posted after the session:

#BangorCoPDay

The last presentation was one of the most moving and memorable. Learning important lessons from tragic events. - @NWAmb_David

@mmbangor @NikiLBoyer @ParamedicsUK we need to learn from aviation. Bad things happen. The only way to stop them recurring is to talk openly - @DrlantoGuy

Unbelievably powerful talk by @NikiLBoyer & Jasmine Lapsley's dad Rob at #BangorCoPDay - theme was comms w/ families. #compassionatecare - @mmbangor

Blown away by the phenomenal feedback on #BangorCoPDay esp @NikiLBoyer's talk on Jasmine Lapsley's inquest, and Jasmine's father's speech - @mmbangor

@mmbangor gutted I missed it, sounded very good #nexttime #hopefully - @ffiffiwelsh

@NikiLBoyer @mmbangor @ParamedicsUK this morning's presentation was incredibly brave and moving. Thank you. #BangorCoPDay - DrlantoGuy

@mmbangor absolutely gutted to miss @NikiLBoyer talk though, everyone was talking about it. Tragic topic, fantastically presented it seems. - @_MikeSouth

@mmbangor @DrlantoGuy @NikiLBoyer @ParamedicsUK So good to hear an open, honest discussion - no burying under carpets. Lots to be learned... - @cwtchynycegin

Jasmine's parents' response

We showed Mr & Mrs Lapsley, Jasmine's parents, the first edition of this feedback summary (i.e. material up to *this* point in the report - subsequent pages became available after).

Their email in response said:

"We're glad we attended and we're glad the delegates got something out of the day. The feedback was heartening. Thank you, and can you please pass on our thanks to Niki."

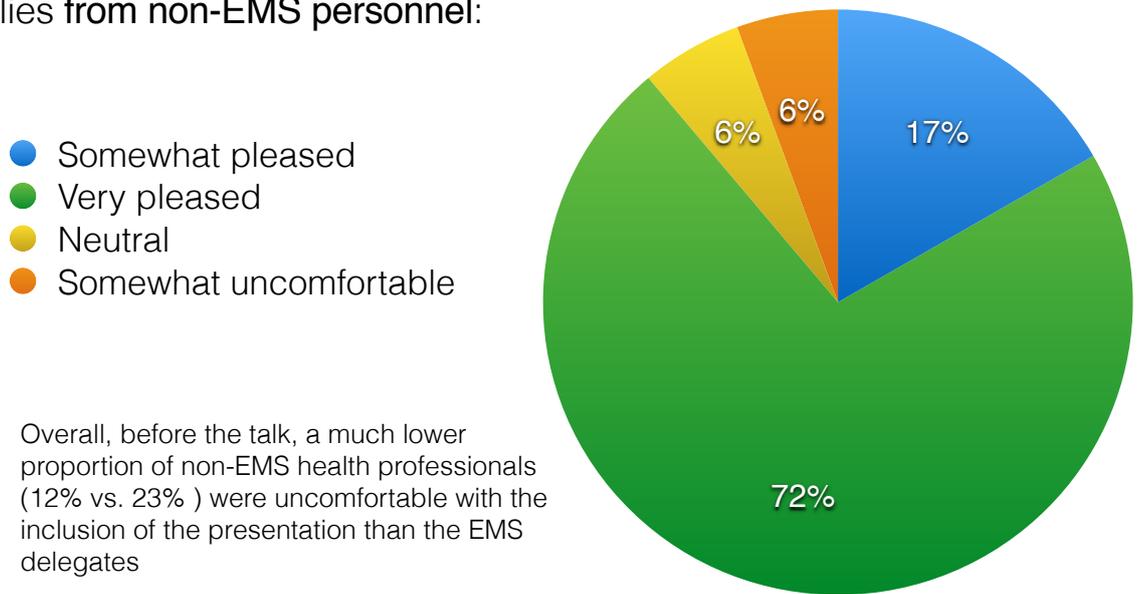
Feedback from non-EMS delegates

As well as the EMS delegates, 18 other feedback forms were received from other health staff (doctors, nurses, Operating Department Practitioners and a combat medical technician)

What delegates thought before the talk

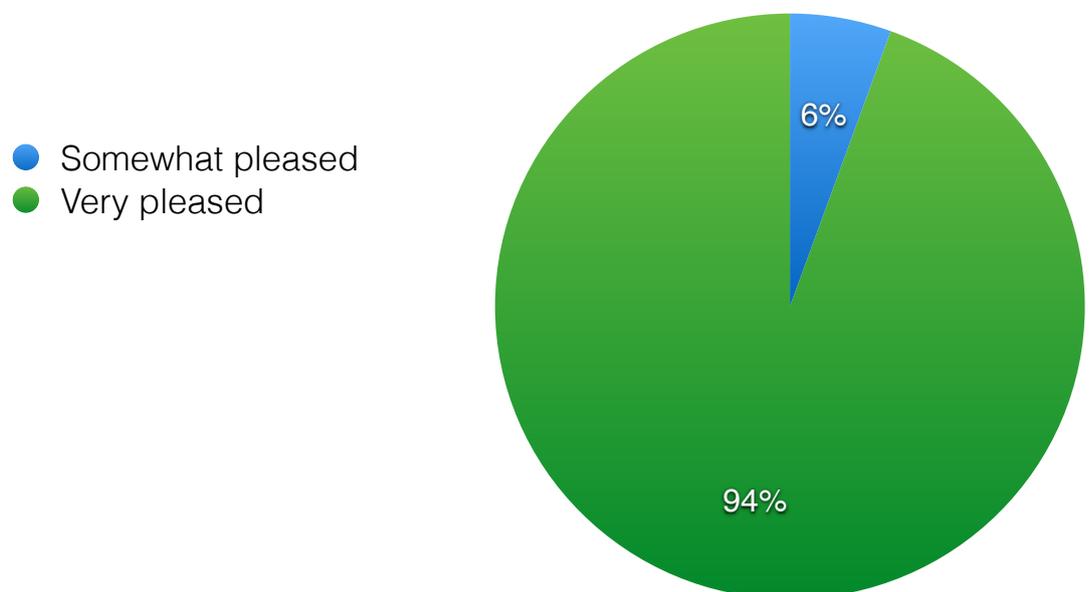
We asked our delegates to indicate on their feedback forms, “What did you think when you saw that this presentation was on today’s programme?”.

From 18 replies from non-EMS personnel:



What delegates thought after the talk

We asked our delegates to indicate on their feedback forms, “How do you feel now about the inclusion of this presentation on today’s programme?”.

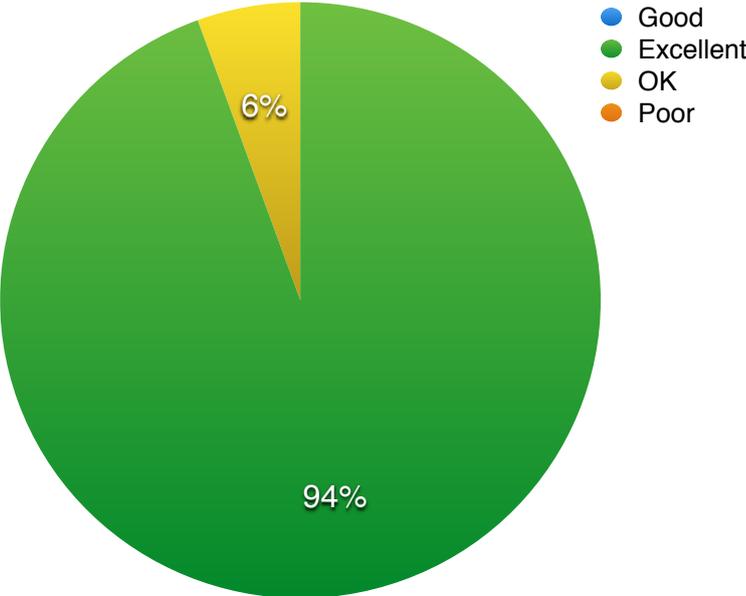


Feedback from non-EMS delegates

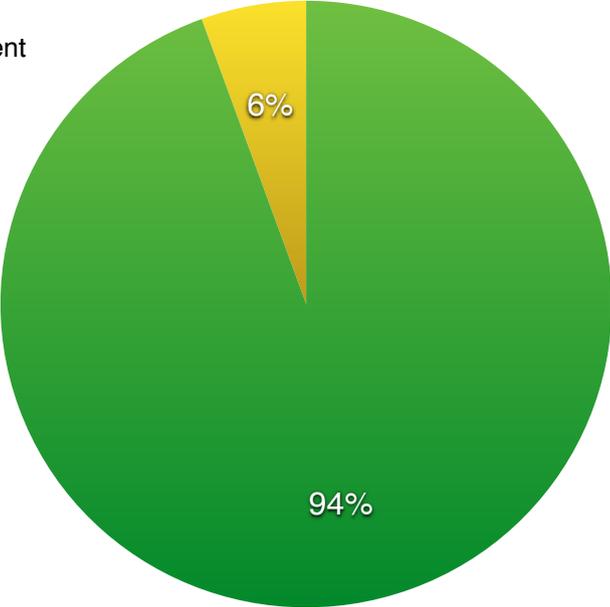
What delegates thought of the speaker

Feedback from the 18 non-EMS personnel on Dr Boyer's presentation:

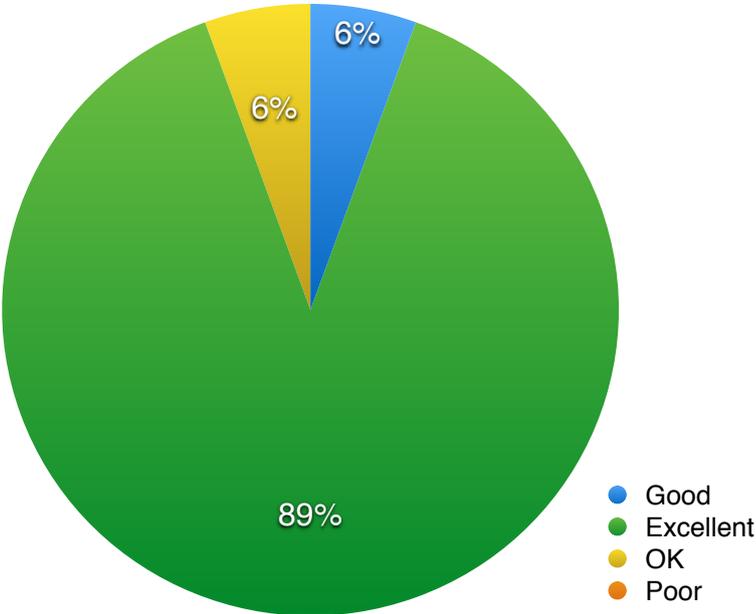
Was the presentation interesting?



Was the talk useful to you?



How effective was the presenter (Dr Boyer)



Comments from non-EMS delegates

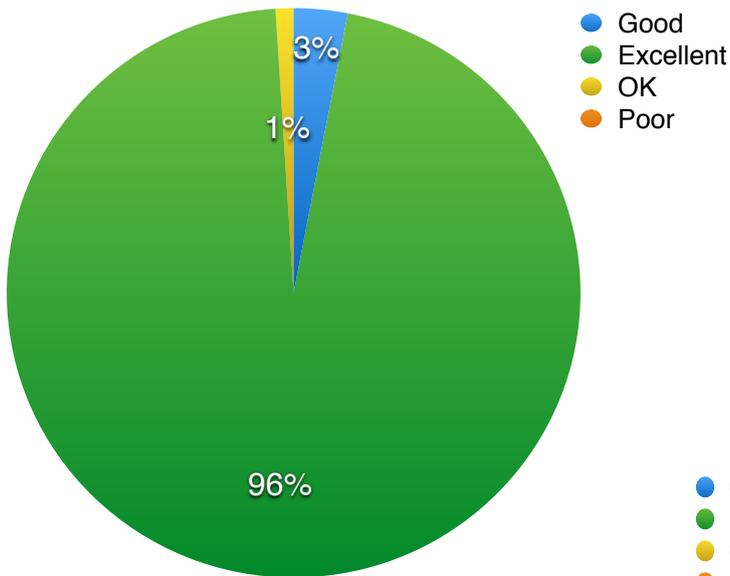
Comments "What did you think before"	Comments "What did you think after"
	Excellent presentation: both content and presentation skills. Extremely brave of Rob to share his tragic experience in such a public forum, please pass on thanks and gratitude.
	Lots of learning points
Good to see, [illegible]	Very solemn
	Lots to learn from this. Highlights how communicating with parents and other members attending the scene so important.
Having seen this on news coverage I was interested to know how this topic was to be addressed.	I thought it was extremely well presented and very careful not to apportion blame, but to recommend 'best practice' findings for future incidents (V to V)
	Very thought provoking. Thank you. Will take a lot of learning points back to the ED. (N to V pleased)
Not quite sure what to expect. Was prepared for a 'witchhunt' type feature. Made me think a lot about what we say and do as professionals.	Incredibly brave of parents to attend, made me do a lot of thinking about my future practice. (Somewhat to very pleased)
	Very pleased. Highlighted very important wider consequences that are often overlooked. Maybe a little less focus / pressure on the parents during the talk. I personally would have found this quite stressful.
Hugely valuable perspective.	Heavy subject but very good. Great day, thank you so much (V to V)
Very intrigued: think it is sensitive but crucial subject to talk about (V to V)	Brought home the importance of effective communication, reflection and de-briefing- assessing to improve for future incidents.
I was one of the CFRs [who] attended [Jasmine] and wondered if I should sit behind a pillar. (Very pleased AND somewhat uncomfortable in the before talk score, TO somewhat uncomfortable)	It was a relief to hear both Niki's interpretation as an unconnected onlooker and the frank views of Jasmine's father. A lot of lessons have been learned especially as to my position in the team.
I did have mixed emotions regarding this presentation (very pleased to very pleased)	I hope that today's presentation and the involvement of Jasmine's parents will help them in some way as they grieve for the loss of their beautiful daughter.
	Excellent reflection, a lot learned and a lot to think about re communication with families in ED and accurate documentation

Feedback - all delegates

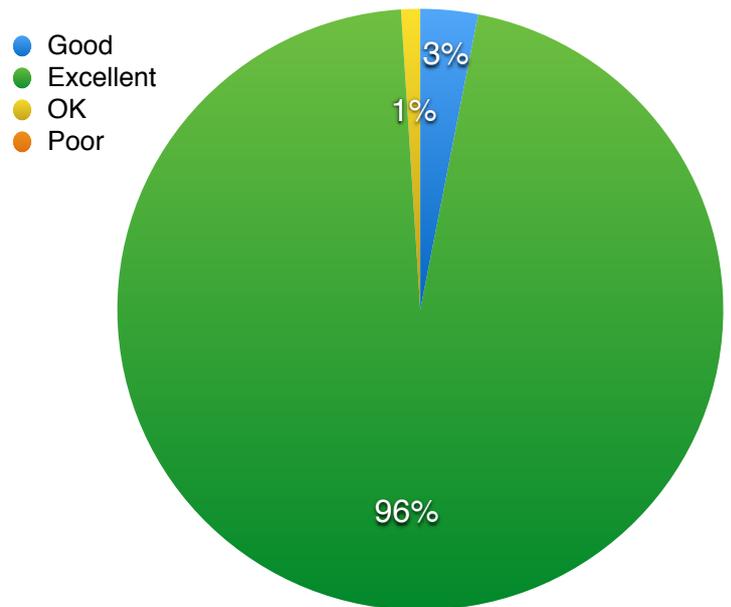
What delegates thought of the speaker

Feedback from *all* delegates (includes MRT/SAR) on Dr Boyer's presentation:

Was the presentation interesting? (99 responses)



Was the talk useful to you? (98 responses)



How effective was the presenter (Dr Boyer) (98 responses)

