

## Urology Lookback Review Helpline

Freephone: 0800 414 8520

Open 9am – 4pm Monday to Friday

Outside these hours, an answering machine is available. Please leave your name and telephone number and a member of the team will return your call within 1 working day.

Email: [urologylookback@southerntrust.hscni.net](mailto:urologylookback@southerntrust.hscni.net)



Working together



Excellence



Openness & Honesty



Compassion

August 2023 (C2)

## Urology Lookback Review

### Support for Patients and Relatives



## ***The Southern Trust Urology Lookback Review***

The Southern Health & Social Care Trust have been undertaking a Urology Lookback Review into the treatment received by patients under the care of Mr Aidan O'Brien, Consultant Urologist (now retired) initially between January 2019 and June 2020. This has now been extended to lookback further to 2010.

### ***What is a Lookback Review?***

A Lookback Review is a process of reviewing current and past records to ensure patients are receiving, or have received the care and treatment they require and if not, remedy care as necessary and when possible.

### ***Why me?***

Our records show that you were under the care of Mr O'Brien during this timeframe therefore we are planning to review the service you received.

### ***What happens in a Lookback Review?***

Your records will be shared with an Independent Urology Consultant who will check them to see if your treatment under Mr O'Brien was appropriate or if it requires change. If there are no concerns you will receive a letter from the Urology Lookback Team to advise of this.

If there is a concern, the Urology Lookback Team will contact you and arrange for you to have an outpatient appointment with the Urology Consultant to talk through your care and discuss what changes are required.

### ***How might you be feeling at this time?***

Being involved in the Urology Lookback Review can be a stressful experience. Receiving information regarding the outcome of the Urology Lookback Review of your care may cause you to have concerns and questions. This can be the case even if no issues are identified with your care.

### ***What you might find helpful?***

The Urology Lookback Team is here to help and support you through this Review. Our aim as a team is to answer any questions you may have and support you with your concerns. You may wish to discuss other questions with your GP. We recognise that this type of information may be difficult to process and that you may require some time to consider it. The Urology Lookback Team want to find the right support for you.

### ***How can I access support?***

The Southern Trust have engaged an independent external counselling service called "*Inspire*" which we feel could be helpful. This service is to provide counselling and support to patients, or next of kin for deceased patients, who have been affected by the Urology Lookback Review.

This service is free to you.

### ***Who provides the service?***

*Inspire* is a confidential, independent counselling service for patients and families involved in, or affected by, the Urology Lookback Review. Counsellors are skilled in offering emotional support. At your appointment with the *Inspire* counsellor, you can discuss your thoughts and feelings about the Urology Lookback Review and how it is affecting you.

### ***How do I get help from Inspire?***

If you wish to speak to a counsellor, please contact the Urology Lookback Helpline, the contact details are overleaf and we will make the necessary arrangements for you to speak to one of their experienced counsellors.

### ***Is Inspire Confidential?***

The information you share will be treated with complete confidence. Nothing you discuss will be shared with the Trust or the Urology Lookback Team.