Calls to close privately run NHS clinic after death
Surgicentre at Lister Hospital criticised by CQC

It is unusual for us to feature an actual case let alone a personal photo, and we have no wish to impinge on the grief of her relatives yet Anita Mansi’s tragic demise must serve as a warning that it should never have happened. 2 national headlines over a year shows a desperate situation that was allowed to continue culminating in three untimely deaths. Lister hospital Surgicentre opened in Autumn 2011 owned by Private healthcare company Clinicenta. It has been investigated over potential failings in the cases of six patients who suffered irreversible sight loss after treatment. Local doctors are advising patients against having procedures done at the centre, where there have been 21 serious clinical and patient information incidents since the clinic opened. The clinic also lost the records of 8,500 ophthalmology outpatients last year, prompting local MP Stephen McPartland to back calls for Carillion to lose its licence. 2012 Care Quality Commission’s inspection found; ‘Standards of treatment, support, staffing and management needed improvement insufficient numbers of staff to meet people’s needs’ Autumn 2012 independent enquiry for NHS Hertfordshire prompted by the death of 3 patients including Mrs Mansi, Mark O’Flynn Lister Surgicentre medical director “Dr Fletcher makes recommendations we have made changes: Response times; Record entry identification; Surgery teams post-operative input. We’re ensuring there are no other lessons we can learn. We extend our condolences to the families and recognise the additional anxiety caused due to media attention. Anita Mansi in good health checked in at the centre now run by Carillion [formerly part of Tarmac] two days after her knee operation she suffered multiple organ failure and needed a ventilator. Mrs Mansi’s brother spoke of a struggle to get to the truth about his sister’s death “They say they will learn lessons I’m sick of the cliches. This was Anita’s first time at the centre and I do not believe she should have died” “After the operation, when I visited her in the centre, she appeared well. Then she dies within 48 hours. The independent investigator’s report clearly says there wasn’t a ventilator when it was needed. The staff also don’t appear to have called in a senior doctor as her health deteriorated, but took advice by phone. And there are clinical records missing. I want the centre shut down so that no one else can be treated there only to end up in a box.”

The Observer, Saturday 5 January 2013

BBC News: 18 April 2012