

General Secretary  
Irene F. O'Neill  
takes to the  
boards with another  
pantomime tale



## THE WORLD OF DISNAE KNOWS

It's that time of year again when we will return to visit the beautiful country of Caledonia, with its stunning landscapes, scenery and unique culture ..... Its people passionate and caring about their heritage, always mindful of the importance of caring for each other and ensuring services exist to meet the needs of all of Caledonia's people.

King Alenon continues to rule the Kingdom mindful, not only of his people's needs, but glad for the wisdom and counsel of his trusted magician Magnolia, whose ageing has provided more insight and trusted judgement on matters of great importance. Albeit Magnolia's mind remains sharp, he is less agile than before, but the need for speedy ingathering of information, Magnolia is content to empower his apprentice Salamanca. Magnolia still finds the need to reign her in from time to time, since his young protégé still has not mastered, amongst other things, the importance of choosing the moment to air her views..... he has adduced that Salamanca struggles with patience and diplomacy, but the old wizard knows she has a kind heart and only wishes the best for her King, Country and his people. Salamanca's problem with patience manifests itself by her suggestion of what should be meted out by King Alenon in cases of unfairness and injustice.....her lack of diplomacy means she tends to tell King Alenon directly, of matters with which she disagrees and people whom she considers are failing to do that for which they are overpaid.

As Magnolia reminisces, he smiles to himself as he remembers his apprentice's insistence that he use his powers to avenge the performance of Diddy Do Da and his sidekick Mad Madonna, given their joint laughable attempts to manage healthcare. Now healthcare for his people is the first priority for King Alenon, but after his old fathers' passing, he discovered too many self-important airheads, incapable of any decision making ability, in positions of power of which they were incapable, managing only to cause mayhem and trauma to Caledonia's people in hospitals and get totally in the way of devoted staff caring for these people. Magnolia remembers how Salamanca had raged to the King about the need to banish Diddy Do Da and Mad Madonna. Magnolia had heard that the tiresome pair had intentions to retire and agreed with Salamanca that a suitable goodbye gift, that was appropriate, needed to be found. Since one had done the others bidding, and the other had had no sense or ability, to construct any meaningful bidding, Magnolia's magic spell was decided. Caledonia's celebrated *Christmas Panto Tixerb* was needing two ends of a horse .....PERFECT. The only difficulty was, even after much rehearsal, the two comedians kept walking in opposite directions! Dobbin split in two, much to the audiences' amusement. At least both found an exit.

### The King's Dilemma

King Alenon, however, was not at all content with the amount, or quality, of healthcare services throughout his kingdom. He had striven constantly to ensure that healthcare decisions, and service provision, for his people were made by suitably knowledgeable and qualified clinicians, yet more and more nobodies trumpeting they knew the will of the people, were being charged with caring for carers and services. As a forward looking King, he was well aware of social influences affecting healthcare and the



increasing concerns of reputable clinicians devoted to addressing matters of addiction, whilst some thought to be politically correct doughballs, pontificated establishing a shooting up haven. With some of his trusted experts there was agreement that the object of tackling addiction was to eradicate it, not to provide, however, a review of addiction services within Caledonia seemed a good place to start.

King Alenon called together those whom he knew, they knew about provision of addiction services, whilst all acknowledged the many facets which could help to explain why individuals choose alcohol or illicit drug taking. All agreed something constructive was needed, as opposed to talking of nanny state measures.

### **Assessing Existing Services**

The king wanted to be reassured the provision at Caledonia's Zeob and Kiejun facility, supposedly dedicated to addiction, met with his people's needs.....Was he disappointed?.....verging on disbelief!

The unit was headed by Eva Numpty, whose basic problem was she didn't know she didn't know and whose inability to spell confidentiality seemed to promote a climate of rent-a-gob regarding everyone's business. Trumpet, she would, that all would change.....her way or no way.

In the vain hope that Eva Numpty may learn some reasonable management skills, she had to rely upon Lobotomy Felix .....her next in line, who considered it competent for Zeob and Kiejun unit not to run at full capacity at all times, yet boasting of the existence of a waiting list.

Rules and regulations regarding in-patients treating themselves to booze and illicit drugs?.....no sanctions. Indeed, the practice of encouraging patients to complain, where months would pass before addressing the complaint by Lobotomy Felix and his trusted expert confused Dooley Nurse, was a repetitive feature.

When he heard the feedback, King Alenon anxiously consulted with Magnolia. On hearing his King's concern, and rubbing his long beard, Magnolia shook his head ..... "*there's no quick fix here Sire*".....*but who appointed not one, but three brainless individuals to one very important unit.....surely it was not the doing of Diddy Do Da and Mad Madonna?*".

Just as another complaint from a seasoned complainer happened, Eva Numpty decided she would lead on its investigation and, first and foremost, those named on the complaint must immediately provide a written statement. Not a problem, providing those named knew what the allegation against them was!

Was the letter of complaint made available?.....Oh no it wasn't!.....Just write a statement!

Enter stage left, Lobotomy Felix (he may be involved in the process later and therefore ignored the requirement to stay out).....but no.....in he went with tackety clogs – speaking to the complainant: engaging with staff. Yet still, Eva Numpty was determined to fill (not the Widow Twanky role) but that of the Investigating Officer.

The King was overwhelmed by what he was hearing and exploded to Magnolia..... "*this is like a pantomime..... you couldn't make this up*".

"*Yes Sire.....Yes Sire*" reassured Magnolia "*but Salamanca is usually very accurate with her facts.....*"

*“Something must be done”* raged the king. *“Somebody somewhere must have common sense to sort this mess”* ..... *“Maybe appointing an officer outwith the Zeob and Kierjun unit to investigate could be considered”* suggested Magnolia.

And so it was that a Manager, outwith the speciality, was sourced to assume the mantle of investigating a complaint, then of several months existence.

Then, that individual was promoted to a post as Lobotomy Felix boss. The Zeob and Kierjun unit were blind as to why that individual could not investigate the ticking time bomb of a complaint.....

King Alenon felt he was being told a fairy story, but was reassured by Salamanca, nothing but the facts were given to the king.

*“I know, your Majesty, you want the best care for your subjects but I’ve just heard, on crossing the kingdom on my broomstick, of another complaint.....”*

Initially the king’s reaction was to ban Salamanca from whizzing around the kingdom on her broomstick – she had unrivaled networking powers, but he was concerned for the overall provision for his people, by what he suspected was becoming an ill health service.

And so, Salamanca related happenings in a completely different location and discipline with Caledonia. The area of Myres Horror was a concern to King Alenon, given its poor local reputation.

So.....explained Salamanca, a relative had approached a nurse to ask the progress of a cardiac patient, enquiring as to the timeframe for discharge. The nurse concerned advised the relative that discharge would not be considered until the patient was *“off the monitor”*.

*“Don’t tell me.....”* interrupted Magnolia..... *“the patient wasn’t sitting on the monitor?.....”*

*“No” “No”* Salamanca continued theatrically. The relative then told the nurse, the patient was attached to no monitor.....Oh yes she is.....Oh no she isn’t. Hard to believe ..... The nurse had to go and look at the patient, before returning and conceding that no monitor was in use!

*“That cannot be so.....”* spluttered King Alenon *“What has happened to Caledonia’s Health Service, which was the pride of this kingdom?.....”*

The king was so very angry and disappointed, leaving Magnolia and Salamanca to consider action needed to be taken before his Health Service was totally destroyed.

*“Salamanca.....whispered Magnolia.....this is needing more than magic to sort .....a miracle is the only solution”*.

Surely this cannot be happening in King Alenon’s Caledonia – can it?



**A Happy Christmas and may 2018 bring for you and yours all you wish for yourselves.**