

#### **Scenario 4 – the hospital porter - transcript**

I'm Benny and I'm one of the hospital porters here. I've been a hospital porter here for about just over 10 years actually. It's a great job. I used to work in a factory. I was made redundant from there, but it's the same sort of thing really. I'm on my feet all the time staying active And I'm dealing with people all the time.

I'm kind of a people person. So, I really really like that about the job. I enjoy it. It's, it's not always great fun though. We have some quite difficult experiences from time to time. A couple of years ago there was one horrendous incident, where A & E basically got, overwhelmed. There was a huge, multi vehicle pileup on the motorway, not far away from this hospital, involving, a bus full of children, which rolled onto its side and other vehicles as well, and it was just awful.

There was so many casualties and fatalities as well, I think, but A& E was overwhelmed. We had the ambulances. We had air ambulance bringing people in. We had walking wounded. They were diverting people to other hospitals because A& E just couldn't cope with it all. It was, it was chaos. And in the middle of all that, I had one incident where I had to take, I had to take this little boy to theater.

He'd come in, he was had this awful, awful injuries and his parents were with him as well. So, I had to take him, take the bed up to theater for I guess lifesaving stuff. And to cut a long story short in the lift, going up to the theater floors, this little boy died. And the parents were, were with us and saw it all unfold and everything.

And of course, because he died, then all the protocols changed because I wasn't taking him to theater anymore. I had to take him to this sort of temporary mortuary and the parents weren't allowed to come with me. They had to go through a different bit of the process. Oh, but they, they were, they were with him.

That was their little boy, and he just died in front of them. And I had to try and take him away somewhere else and tell them they couldn't come. And the nurse that was with me just looked me in the eye and said. Like just take him and I had to push the parents off their, their child to take this bed out of the lift to go away.

And it was awful, awful. And then I was pushing it through the corridors and, and I couldn't really cover the body properly. And this poor little boy that had just died and he had no dignity. And then when I took him, when I had finished and I went back

downstairs in the lift, there were other people in the lift, like other members of the public.

I don't understand why the parents couldn't have come with me anyway. It was just horrendous. It was so upsetting. And I went downstairs and I, I, I had to go get some fresh air. I went outside and I just, I'm not really a smoker, but I got a cigarette. If I'm going to go and have a cigarette outside, I slumped against the wall and I was just crying and crying.

Oh, and in fact, the chaplain came out to see me, to see if I was okay. And I'm, I'm not religious, but I knew who he was. He just put his arm around me, and he just let me cry into his shoulder and I just cried. It was really nice just having him there really. And he sort of spoke to me a little bit about what had happened and, and.

How I felt and, uh, you know, it wasn't my fault and I shouldn't try and I shouldn't be worried about what I did. I just did my job. I was professional. There was nothing I could do like there was never going to be a happy outcome there. So, it was nobody's fault. And, you know, it's all out of my control, all those sorts of things.

It did. It felt better. It felt better hearing those sorts of things. And he asked me if I. I wanted him to say a little prayer for the little boy that died. And, and he did. And it, it was nice. It was nice. And he said I could always, go and see him anytime I needed to. So, in fact, I did a couple of days later, I did go around to see him.

And, he said that he sort of signposted a lot of the wellbeing services that the hospital has. And he said that they were having the debrief after the incident and that I should go as well. People like porters should go along to it and not just the medical team. Which was really good to feel included.

And then we did, and then had a little memorial service, after the debrief for like some of the victims, some of these children that had died. So, I went along to that, and it was a, it was a good way of dealing with it. So, I always say to other members of staff and anyone who works in the hospital, there are resources there.

The chaplain was really good and, and, and the wellbeing services and stuff. There's a lot of resources there to help us get through stuff like this.