

## 'Tweed and Twitter' Meet Harry Dalmeny, Sotheby's new boss



Arts, Page 25

## A plastic surgeon speaks 'Why I've put off my facelift at 50'



Living & Features, Page 19

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# The Daily Telegraph

NATIONAL NEWSPAPER OF THE YEAR

### NEWS BRIEFING

#### BUSINESS

### Bank of England behind Co-op sale

The Bank of England triggered the Co-operative Bank's decision to put itself up for sale, telling the board it had to take action to prevent the bank's finances deteriorating further. It emerged at a board meeting last week that the bank, which has 4 million customers, could not meet future capital requirements under the BoE's stress requirements. The bank's owners are understood to be reluctant to pump in more funds.  
*Business, page 1*

#### COMMENT

### William Hague

### When this Speaker departs, the return of discretion will be overdue



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Prisons row: Page 10

#### SPORT

### Vaughan: Captain Root can hit new heights

Joe Root has said he is "privileged and humbled" to become England captain after Alastair Cook resigned on the back of a 4-0 defeat to India. Michael Vaughan writes in the *Telegraph* today that Root could become like Virat Kohli and "move his batting to another level" after taking on the captaincy.  
*Sport, pages 8-9*

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# Cancer pill denied to 500,000 women

## Doctors failing to prescribe breast disease drug that cuts risk of illness by a third

By Laura Donnelly HEALTH EDITOR

HALF a million women are being left at an increased risk of breast cancer because GPs are unaware they should be prescribing a preventative drug, experts have warned.

Three in four family doctors are not aware they should be offering pills – costing around 6p a day – which can reduce the risk of disease by one third.

The National Institute of Health and Care Excellence (Nice) issued guidelines in 2013 saying tamoxifen should be offered to women at moderate or high risk of breast cancer.

Around 500,000 healthy women in the UK fall into this category because of a family history of the disease or faulty genes.

But research from University College London, Queen Mary London and Cancer Research UK suggests the guidance has been largely ignored. Their study, involving almost 1,000 GPs, found just 24 per cent were aware of the guidance. Almost half of family doctors did not even know that the drug reduces the chance of breast cancer.

Tamoxifen works by blocking out the cancer-triggering hormone oestrogen in the breast cells. This stops breast cancer cells growing in the first place, or returning in women who have already had the illness.

Patients are advised to take the drug once a day for five years, with trials showing that the protection can last for two decades.

Each year there are more than 53,000 new cases of breast cancer in the UK and the illness causes 11,000 deaths.

The average woman has a one in eight chance of developing it in her lifetime, rising to one in three for those at high risk.

Baroness Delyth Morgan, chief executive at Breast Cancer Now, said: "It is extremely concerning that many women at an increased risk of breast cancer are still not being offered the choice of taking tamoxifen to reduce their risk."

"Nice's 2013 guideline recommended that it be offered to all women at medium and high risk of the disease. But unfortunately this is largely not being adhered to, with many GPs lacking confidence in discussing the option with patients and a worrying number not even being aware of it."

Tamoxifen is only licensed for treatment of breast cancer. The guidance from 2013 advises doctors also to prescribe it to prevent disease, but the lack of a licence has left many GPs confused, the research suggests.

Prof Arnie Purushotham, Cancer Research UK's senior clinical adviser, said: "Cancer-preventing drugs have the potential to have a huge impact."

The study found doctors were far more likely to be aware that aspirin could reduce the risk of bowel cancer.

◆ People in their 20s should be told their cancer risk to shock them into changing their lifestyle, a Cambridge University study funded by Cancer Research UK suggests.

Up to 40 per cent of cancers are linked to factors such as diet, exercise, smoking and alcohol, resulting in around 600,000 cases of avoidable disease in the UK in the past five years.

## Trudeau's top Trump



Justin Trudeau, the Canadian prime minister, was given pride of place next to Ivanka Trump at White House talks with Donald Trump and female business leaders, underlining the influence of the president's daughter on her father's administration *Security chaos: Page 12*

## Bullying 'led 999 staff to attempt suicide'

By Laura Donnelly

DESPERATE 999 call handlers attempted suicide amid an "endemic culture of bullying" at a scandal-hit ambulance service intent on hitting targets, leaked reports state.

The reports describe a "culture of fear" in an NHS trust which saw employees subjected to repeated abuse and harassment. In the documents, the then head of the trust is accused of sleeping with young female staff and running a "boys club" which protected staff who fiddled figures, and "trashed" the reputations of whistleblowers. The

dossier reveals at least two alleged suicide attempts by female victims of bullying at South East Coast Ambulance trust, while a third allegedly contemplated crashing her car in order to escape the abuse.

Several claimed they were left under such pressure they could not concentrate on emergency calls, impairing their responses to the public.

The trust's response times for "life-threatening" calls are the worst in the country, after secret policies to "stop the clock" and falsely record responses were uncovered.

The leaked documents describe a

culture of "favouritism and nepotism" at the trust's operations centre, in Coxheath, Kent, with more concern about "targets and figures than patient care".

Female emergency call handlers were allegedly attacked as "f----- c----", while those approaching 40 were told "the oldies have to go in the end", the documents state.

Senior managers are accused of playing "psychological games" with more junior staff, calling them names, threatening them with the sack, accusing some of affairs and subjecting others to anonymous abuse down the

*Continued on Page 8*

## Charity shops face rate rise

By Kate McCann SENIOR POLITICAL CORRESPONDENT

CHARITIES could be hit by business rate rises amid reports that councils are considering scrapping their 20 per cent discretionary relief, *The Daily Telegraph* understands.

Medway council in Kent has already introduced a 20 per cent business rate charge for charity shops and charity-run cafés to try to halt the increasing number of such stores in high streets.

Others are expected to follow suit, local government experts said, with at least six considering similar plans. It

came as some of the most popular restaurants and bars in the country have written to the Chancellor to ask him to rethink plans to increase business rates by as much as 40 per cent.

Companies including Pizza Express and All Bar One warned they may have to close branches if the rate increases are as bad as expected, despite a rate cap and a government relief fund.

Their letter to Philip Hammond, stated: "Margins in our sector are already under intense pressure...there is a very real danger that these increases will result in a freeze in investment and

*Continued on Page 2*

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## News

## Female boss 'bullied by four trust chiefs'

*Continued from Page 1*

phone. Paul Sutton, head of the trust, resigned last year following an investigation by *The Daily Telegraph* into a covert operation which put lives at risk by automatically downgrading thousands of life-threatening calls.

The new reports reveal that he was among four board members at the trust found responsible for "bullying and victimisation" of a female executive.

A bullying case against Mr Sutton, who now works for Public Health England, was upheld by an independent investigation, as were two claims of bullying against the trust's current chief executive, Geraint Davies.

Evidence by Francesca Okosi, director of workforce transformation at the trust, states: "Two female members of staff tried to commit suicide because of criticisms, threats of disciplinary, audit and capability, photography of their clothing and being called 'f-----c-----'".

The resulting investigation, detailed in a second report, dated last April, describes an "endemic culture of bullying and harassment" in the control room.

In a statement, Mr Sutton said: "I stand by my record as chief executive of SECAmb, and I refute the wholly unsubstantiated allegations concerning my personal conduct."

A spokesman for the trust said: "In so far as any of these anonymous allegations relate to outstanding matters, we are in discussion with NHS Improvement to determine how best they should be investigated and addressed."



JOEL GOODMAN/INP

### Church arson

This fire which destroyed a historic church near Manchester may have been started deliberately, police have said. Six fire engines were called to the Grade II listed Church of the Ascension, in Lower Broughton, Salford, after the alarm was raised at 11pm on Sunday night. Parishioners were left in tears as the church, which was built in 1869 and renovated for £250,000 two years ago, was left a smouldering ruin. Liam Cole, 17, who witnessed the scene and helped to usher away children and elderly people, said: "Initially it wasn't that bad, but all of a sudden it was engulfed in flames." Police said they were treating the blaze as suspicious.

# 999 control centre staff left suicidal by climate of fear

## Bosses ordered emergency calls to be blocked to protect trust from unfolding scandal over response times

By Laura Donnelly HEALTH EDITOR

THE conclusions are damning. A "climate of fear" instilled by managers of a 999 control room centre left staff so frightened they were unable to concentrate even on emergency calls.

The independent investigation was opened after staff warned NHS trust executives they were victims of "severe bullying, coercion and intimidation".

At least two attempted suicides were reported to investigators.

The evidence "strongly suggests" that the alleged bullying emanated from the centre's senior operations manager, Dave Hawkins, the report concluded. Yet Mr Hawkins continued

to work at the trust – and remains there now.

It was, some said, as though he was "untouchable". Staff did not know that Mr Hawkins had just played a critical role – behind the scenes – attempting to protect the trust's executives from an unfolding scandal.

Today *The Daily Telegraph* reveals the part he played in trying to cover up a rogue operation, which deliberately delayed responses to thousands of calls, many of them life-threatening.

Back in April 2015, an independent investigation into Coxheath Emergency Operations Centre (EOC) in Kent heard that abuse in the control room was so great that it left them struggling to make life-or-death decisions about 999 calls.

"Sometimes it was so pressurised and the staff felt so unsupported by the team leaders that they could not concentrate on their emergency calls," the report states. Several said the attempt-

ed suicide of one call handler had been the final spur for action.

The inquiry found out that the call handler, then 37, was one of two staff members who attempted to take their life in despair at the abuse they suffered.

A third had considered crashing her car rather than face another day of attacks at the Coxheath centre, investigators found.

Staff at South East Coast Ambulance trust said they felt like victims of "psychological games", with shouting and swearing, name-calling and anonymous phone calls employed as weapons.

"From the interviews, it was reported that there was a universal dread of the atmosphere in the EOC and staff reported feeling 'sick', having 'anxiety attacks' and wanting to 'turn back' rather than come into work for their shift," the investigation report states.

"One witness said that she had thought of crashing her car in order to



Dave Hawkins, left, who was accused of bullying, and former trust chief Paul Sutton

avoid coming into work as her fear of being bullied was so great." The inquiry was ordered by the trust's director of workforce transformation after six members of staff raised concerns after an ambulance dispatcher attempted suicide.

Formal disciplinary proceedings should be answered by Mr Hawkins, it said. Yet the manager was suspended for a matter of just days, before simply being shifted to other duties.

Staff who had spoken up said they

were devastated, writing to the trust's chief executive Paul Sutton and other officials, asking why Mr Hawkins had been left "swanning around" as though nothing had happened.

Union officials questioned how Mr Hawkins had become "untouchable". They didn't know that the trust was heading towards a major III scandal.

Nor did they know that Mr Hawkins had played a crucial role in attempting to protect the trust's senior officials, by covering up how the secret operation came about.

The rogue protocols saw patients with life-threatening conditions forced to wait twice as long for an ambulance if their call came via the III helpline.

The practice – introduced on the personal orders of Mr Sutton – saw up to 20,000 calls subject to deliberate delays, using practices which improved the trust's apparent performance against NHS response targets.

It was abandoned in February 2015,

when a whistleblower alerted local NHS organisations about the practices, which had been linked to a number of deaths.

In the weeks that followed, the trust's risk management and clinical governance committee wanted to know how the practices had come about.

A paper was drawn up by a senior operations manager – now known to be Mr Hawkins – which "mised" the committee, an investigation into the scandal said. This provided the committee with a string of "erroneous" facts, suggesting that local commissioners had been given information they had not, overstating the involvement of the trust's medical director and removing references to concerns raised by clinical staff.

It was not until May last year that Mr Sutton resigned.

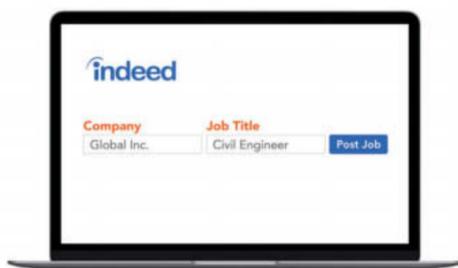
Unpublished documents also reveal that an investigation had upheld claims of bullying right at the top of the organisation.

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