

Wednesday, 4 March 2026

1  
2 (10.00 am)  
3 **LADY HALLETT:** Ms Blackwell.  
4 **MS BLACKWELL:** My Lady, we're going to begin today with the  
5 evidence of Mrs Margaret Waterton.  
6 May she be sworn, please.  
7 **MRS MARGARET WATERTON (affirmed)**  
8 **Questions from LEAD COUNSEL TO THE INQUIRY for MODULE 10**  
9 **MS BLACKWELL:** Is your full name Margaret Waterton?  
10 **A.** It is.  
11 **Q.** Mrs Waterton, you gave evidence in Module 3 --  
12 **A.** I did.  
13 **Q.** -- on the topics of DNACPRs, nosocomial infections, and  
14 also visiting restrictions, some of which we will also  
15 touch upon in your evidence today.  
16 **A.** Yes.  
17 **Q.** And you are giving evidence today on behalf of Scottish  
18 Covid Bereaved?  
19 **A.** I am.  
20 **Q.** I understand you're one of their membership committee;  
21 is that right?  
22 **A.** I am indeed.  
23 **Q.** The members of your group originally started out as part  
24 of the Covid-19 Bereaved Families for Justice UK group,  
25 didn't you?

1

1 Scottish Government in response to my Lady's reports and  
2 recommendations.  
3 **Q.** Thank you.  
4 Throughout the course of your evidence,  
5 Mrs Waterton, I'm going to touch on various issues and  
6 throughout your evidence I'm also going to highlight  
7 certain evidence, particularly from Scottish respondents  
8 to the Every Story Matters exercise, if I may?  
9 **A.** Yes.  
10 **Q.** The first topic is restrictions on contact and  
11 communication, because you tell us at paragraph 18 in  
12 your statement that a recurring issue experienced by  
13 your members during the pandemic was a limitation on the  
14 ability for them to contact and communicate with loved  
15 ones due to various restrictions that were imposed. And  
16 that was the case, you say, across care homes, hospitals  
17 and also within households; is that right?  
18 **A.** Yes, that's correct. I think, Ms Blackwell, if I may,  
19 I'm minded, just in terms of context, that in opening  
20 submissions Mr Jacobs KC described us as not having been  
21 bereaved in a vacuum.  
22 **Q.** Yes.  
23 **A.** And I think it's really important that we remember that:  
24 that members of Scottish Covid Bereaved, our loved ones  
25 were all key workers. We were family members, husbands,

3

1 **A.** That's correct, yes.  
2 **Q.** But then, following a meeting with the then  
3 First Minister Nicola Sturgeon in March of 2021, you say  
4 that it became clear that you needed to be an autonomous  
5 group and so the Scottish Covid Bereaved was formed?  
6 **A.** That's correct, yes.  
7 **Q.** Thank you.  
8 You are formed as a consequence of bereavement, and  
9 as such, you have made comments over the course of your  
10 existence in terms of highlighting issues that have  
11 happened during the pandemic.  
12 **A.** Yes, that's right.  
13 **Q.** That's really been the cause that you have followed.  
14 **A.** That's been the driving force behind our activity, yes.  
15 **Q.** Yes. And your activities have mainly been in Scotland  
16 but you are very conscious, you say, of the overlap  
17 between the work you are doing and other groups, in  
18 terms of pandemic planning and commenting on the  
19 handling of the pandemic, and trying to improve the  
20 situation for the future. That's really what lies  
21 behind your group's intentions.  
22 **A.** Indeed, and we are very conscious that as a devolved  
23 nation we have to pay licence to what's happening in the  
24 UK Government. And there's a small group of us on  
25 behalf of Scottish Covid Bereaved working on with the

2

1 wives, parents, children. We were in the shielding  
2 category. We were trying to protect our loved ones as  
3 best as we could in the circumstances we found ourselves  
4 in. And I think it's really important that we remember  
5 that contextually as we go forward.  
6 **Q.** Thank you.  
7 The restrictions on being able to contact a loved  
8 one, you say, had an understandable but significant toll  
9 on the mental health and wellbeing of people who wanted  
10 to care for their loved ones but were not able to.  
11 **A.** I think, if we cast our minds back, there were no  
12 visitors allowed in care homes, no visiting was allowed  
13 in hospitals. So individuals, colleagues, members of  
14 Scottish Covid Bereaved who had family members in care  
15 homes hadn't seen them for some time. They maybe had  
16 window visits; they were relying on Facetime  
17 conversations and so on. And if your loved one ended up  
18 going into hospital, which should have been places of  
19 safety but we understood them to be places of high risk,  
20 there was a fear and a terror there in everyone.  
21 My own mother, for example, who had chronic  
22 respiratory conditions, said, "If I get that Covid, I'll  
23 be a goner." And indeed, she predicted the future.  
24 That's what happened. She went into hospital,  
25 contracted Covid in hospital and subsequently died in

4

1 hospital from that Covid infection.  
 2 So, we were frightened for our loved ones, we were  
 3 anxious about what was happening. And because there was  
 4 no visiting in hospital, no visiting in care homes, you  
 5 couldn't see your loved ones, you couldn't see that  
 6 clinical deterioration, you couldn't prepare yourself in  
 7 any way for what may come, and that was hugely difficult  
 8 for everyone.

9 My husband, when we both contracted Covid in  
 10 December 2020, and he said to me as he was going into  
 11 hospital, "If the worst happens, please be with me."  
 12 And I told him that I would fight the devil to make that  
 13 happen. And his very last words to me in hospital were,  
 14 "I thought I would never see you again." And he died  
 15 about 30 minutes after that.

16 So we shouldn't ever underestimate the value of that  
 17 visual ability to see your loved ones, to be able to  
 18 touch people, to be able to comfort and reassure them.  
 19 Because they were frightened, they were terrified. And  
 20 the impact of that on all of us has been that we feel  
 21 such guilt, such self-blame that we did not protect them  
 22 enough, we didn't advocate for them as strongly as we  
 23 could have or should have done, is how we are left  
 24 feeling. And we are left feeling that our loved ones --  
 25 we know that people died alone in hospital, people died

5

1 for example, to make contact with you. But as that  
 2 individual, as that person became more unwell, then that  
 3 became impossible.

4 My mother was 86. Yes, she could use a mobile  
 5 phone. Yes, she could text. But she was on oxygen,  
 6 high-flow oxygen, using a full face mask. She wore  
 7 glasses to see, so she couldn't use a mobile phone.

8 My husband was on CPAP, prone positioning, couldn't  
 9 use a mobile phone.

10 So there was a reliance on that.

11 And that whole piece about not understanding what's  
 12 happening, relying on those conversations with doctors  
 13 and nurses and care home staff, the information was  
 14 mixed, it was muddled, it was unclear, and people were  
 15 left not fully understanding what was happening.

16 **Q.** Thank you.

17 Let's have a look at our Every Story Matters record,  
 18 please.

19 INQ00069894. Thank you very much.

20 And turn to page 24, where we will find comments  
 21 relating to this topic of the guilt, really, that people  
 22 were feeling due to lack of contact and lack of  
 23 information.

24 "Many bereaved people said they feel unsure as to  
 25 whether they did everything they could for their loved

7

1 alone in care homes and in their own homes. We know  
 2 that.

3 And, for me, I was a nurse in my past life --

4 **Q.** For many years?

5 **A.** For many years. I was a registrant for more years than  
 6 I probably should say. And finally was a director  
 7 of nursing, but in my clinical practice I always  
 8 endeavoured to make sure that none of my patients died  
 9 alone. I was always there to try to hold a hand,  
 10 comfort and say a few words.

11 And that whole business round about supporting and  
 12 comforting our loved ones in their last and final  
 13 moments, being with the people that you love the very  
 14 most in this world, was so important, and it was denied  
 15 to so many of us.

16 **Q.** And as well as the anxiety that that lack of contact  
 17 produced, was that compounded by a lack of information  
 18 and communication from hospitals and care homes?

19 **A.** Absolutely. Many of our members describe, if their  
 20 loved one was in hospital, not wanting to overburden an  
 21 already overstretched healthcare service, not wanting to  
 22 burden the care home, because it was an extra job to do  
 23 to answer a telephone. So you waited and you waited for  
 24 the call, and you waited for that call. You were  
 25 reliant on your loved one using their own mobile phone,

6

1 ones at the end of their lives. They described  
 2 replaying decisions in their mind and asking themselves  
 3 whether they could have done something differently at  
 4 the end of their loved one's life. This guilt and  
 5 regret has made it incredibly difficult for many ... to  
 6 process their grief."

7 And a bereaved son from Scotland said:

8 "On the day dad died I received a phone call in the  
 9 afternoon to say he was very unwell. At this point  
 10 I wanted to come in and be with him but was told that  
 11 would not be allowed ... I have not really come to terms  
 12 with this and feel extremely guilty that my brother and  
 13 I were not there to comfort him in his passing."

14 Some people, as you've made reference to from your  
 15 own experience, were allowed to be with their loved  
 16 ones; others were not. And we can see from that extract  
 17 the guilt that not being able to be with a loved one has  
 18 led to. Is that something which is familiar to the  
 19 stories that you have heard from your members?

20 **A.** It's entirely familiar. I think every single one of us  
 21 feels a level of guilt that is persistent. I feel it  
 22 still, five/six years on. We all do. Because we  
 23 believed that we were trying to do the best we could for  
 24 our loved ones to protect them within the circumstances  
 25 that we found ourselves in, within the restrictions.

8

1 I've been described as lucky because I was with both  
2 my mum and my husband, and I used to say that too,  
3 that I was lucky. But it was my right to be there.

4 And we've heard evidence during the Inquiry, my  
5 Lady's heard evidence from the four Chief Nursing  
6 Officers for this country who all said that the visiting  
7 guidance was to be individually directed in those  
8 circumstances, and that people should have been allowed  
9 to be with their loved ones at end of life, and that did  
10 not happen.

11 There was no consistency across hospitals, health  
12 boards, care homes. There was no consistency  
13 whatsoever. It was dependent on the individuals there  
14 in that moment.

15 When you were allowed in, as I was, in the last four  
16 days of my mother's life, on the first of those four  
17 days, I received a phone call from the hospital and the  
18 conversation started off with "Are you coming to see  
19 your mum today?" Now, I've a fiery Scottish temper, so  
20 I was about to explode and say, "I would have been there  
21 had I known that."

22 But I knew then that they were going to be breaking  
23 bad news to me. And I was allowed to go in and  
24 initially on that day I was kitted out in full PPE,  
25 I was allowed to spend an hour with my mum, and when

9

1 people, whether husbands, wives, were being ventilated,  
2 and the ventilator was to be switched off, and that was  
3 happening over a telephone with people not there, not  
4 understanding, being asked by the nursing and medical  
5 staff, "What else can I do for you?"

6 Well, you could have let us in. You could have let  
7 us be there. You could have let us be with the people  
8 we loved most in the world, that needed to hear our  
9 voices, needed to feel our touch.

10 When my husband died, just as an example, there was  
11 a complete and utter -- good old Scottish word --  
12 guddle, so a muddle, an entire muddle, about whether he  
13 had had a review that would enable him to be cared for  
14 in intensive care, and in the end he was not. That was  
15 denied him.

16 One doctor thought another doctor had told me and  
17 spoken with me, and that didn't happen at all. So I was  
18 phoning over the course of the night, every hour, to try  
19 to find out if this review had happened. And a nurse  
20 finally lost her temper and said, "Mrs Waterton, I don't  
21 know why you're phoning so regularly. This has been  
22 discussed with you. Your husband is DNACPR, and you  
23 know that."

24 So, my good Scottish temper kicked in and I called  
25 her a liar, and it transpired -- and demanded that she

11

1 I came out I went to my knees outside the room, and  
2 I was taken into a little office, given a glass of  
3 water, a moment to compose, and I asked, could I come  
4 back the next day? And I was told "Yes, you could come  
5 back for an hour." Within half an hour, I was told  
6 I could come in for two hours.

7 On the fourth day, when my mother died, I got a call  
8 in the morning to say, "There's been a change and  
9 I think you should come. We know you want to be here."  
10 And I was allowed to be with my mother until she finally  
11 died.

12 But everyone should bear in mind that Covid was  
13 a significant respiratory infection and I don't need to  
14 play out how that ended people's lives. That was not  
15 luck being there, but I was glad I could be there with  
16 my mum. She begged me, where was my brother? All she  
17 wanted to do was see my brother.

18 Now, my brother was in the shielding category  
19 himself. There was only one person allowed in. It  
20 couldn't be him. And I regret that my brother, the last  
21 he saw our mother was through a window in her hospital  
22 room, and that was the last he saw of her. I don't know  
23 whether she could see him there or not. She was not  
24 wearing her glasses. I don't know. But lots of people  
25 had those experiences, where they weren't allowed --

10

1 sort that out, if that was in the notes, but demanded  
2 that I get in to see my husband. To get in through the  
3 ward doors, I was pounding on the doors to be let in, my  
4 stepdaughter and I, because nobody would answer the  
5 door, and I knew the clock was ticking down.

6 Two police officers in an adjacent ward telling me  
7 to calm down, like so, while I was saying to them,  
8 "Please help me."

9 So I got in and was thrust an apron and gloves,  
10 "Wear this. You'll see why when you go into that room."  
11 There was no care, no compassion.

12 And then my husband said to me, "I thought I was  
13 never going to see you again", and it was as if a wave  
14 of peace came over him.

15 So that's how important those things were. And  
16 going forward, I would wish my Lady to make -- we have  
17 made recommendations about relatives being allowed to be  
18 with their loved ones at the end of life. It's  
19 essential.

20 **Q.** Thank you.

21 **A.** Sorry, I've ranted on, Ms Blackwell. I'm very sorry.

22 **Q.** Not at all, not at all. Let's look at somebody else's  
23 similar experience expressed in a slightly different way  
24 back in the Every Story Matters record, please.

25 A bereaved person from Scotland. This is at page 23.

12

1 This somebody talking about their mother.  
 2 "Mum was left without oxygen for four days, they  
 3 didn't expect her to live as long. We were only allowed  
 4 in one at a time, each day it was a different very  
 5 family member. After she died, Dad was still in ICU,  
 6 he'd just lost my mum and we were not allowed to see  
 7 him."  
 8 Have you come to know about similar experiences  
 9 where people were -- had more than one family member in  
 10 hospital at the same time, and they were trying to  
 11 juggle their own time and see them both?  
 12 **A.** Indeed.  
 13 **Q.** Yes.  
 14 **A.** Many of our members lost more than one relative. People  
 15 lost both parents. I lost my mum and my husband, not at  
 16 the same time but six months apart.  
 17 **Q.** Yes.  
 18 **A.** Children lost parents. And people were trying to juggle  
 19 all of that. They were given -- you were given  
 20 a Hobson's choice: you could be with them at point of  
 21 death or you could go to the funeral because you would  
 22 have to self-isolate between. And that was no choice at  
 23 all. And people were trying to juggle losing one close  
 24 family member and then, days later, losing another.  
 25 **Q.** Yes.

13

1 **Q.** And I don't know if you've had the opportunity to follow  
 2 some of the evidence that the Inquiry has been hearing  
 3 this week, but that's very much a sentiment that's been  
 4 expressed by others, an almost disbelief that their  
 5 loved one had died because they simply disappeared from  
 6 their life.  
 7 **A.** It was -- I mean, I heard colleagues from other groups  
 8 describing it as "soft hostage", as if they'd been  
 9 kidnapped.  
 10 **Q.** Yes.  
 11 **A.** I knew that my loved ones had died. I was there.  
 12 I knew that. And still there's a sense of belief [sic]  
 13 because you've not had the opportunity to assimilate  
 14 what's happening, and the deterioration, and there's  
 15 a suddenness to that. Then you're hustled out -- even  
 16 if you are there, you're hustled away, no time to spend  
 17 with them, belongings treated with such disrespect.  
 18 We've heard stories about belongings being  
 19 incinerated, treated as contaminated clinical waste,  
 20 treated as toxic waste, we heard on the very first day  
 21 of this Inquiry, and that just makes you feel that your  
 22 loved ones didn't matter.  
 23 **Q.** In terms of disrespect and people's attitude towards  
 24 loved ones who died of Covid, I know that you have  
 25 personal experience of things being said to you in what

15

1 **A.** And that, the impact of that is overwhelming and --  
 2 indescribable almost, in terms of words, the way it  
 3 makes you feel. For some people, losing someone to  
 4 Covid was their first bereavement, and losing someone to  
 5 Covid during the pandemic was like no other bereavement.  
 6 My father died a long time ago, and the two experiences  
 7 of losing my dad and losing my mum are incomparable.  
 8 I was able to communicate with my dad, to be with him,  
 9 to make sure I'd said all I wanted to say; nothing left  
 10 unsaid; to take him to his favourite place one last  
 11 time. All of those things. We were able to see friends  
 12 and family.  
 13 We were on our own. So we were not only trying to  
 14 deal with all of this while our loved ones were unwell,  
 15 dying; we were on our own because we couldn't have  
 16 contact with family, friends, that would be the normal  
 17 support mechanism at the time. We just weren't allowed  
 18 to do that. And those things are really important in  
 19 helping us, all of us, manage death, bereavement, and  
 20 those very early stages of it.  
 21 And when people did die, we have members who still  
 22 are not content that it was their loved one in that  
 23 coffin --  
 24 **Q.** Yes.  
 25 **A.** -- because they did not see them as they died.

14

1 can be described as a dismissive way. Tell us about  
 2 that, please.  
 3 **A.** I think all of us feel that, as society has moved on, it  
 4 doesn't want to be reminded about the pandemic. It  
 5 doesn't want to accept that so many people died from  
 6 Covid. So, over time, when people say to you, "Oh,  
 7 you've lost your husband, how did you lose your  
 8 husband?"  
 9 "He died from Covid."  
 10 "Oh, he must have been quite an age then."  
 11 Well, my husband was just over his 71st birthday  
 12 then, so he was no age at all.  
 13 "He must have had underlying conditions."  
 14 No, he did not.  
 15 And equally, when you talk about an older relative,  
 16 so, for example, our parents, "Well, they had a good  
 17 innings" -- and my mother was 86. She lived an  
 18 independent, full life. Yes, she had chronic  
 19 conditions, but she managed them very well. And  
 20 recently -- and it's a complete conversation stopper,  
 21 people don't know what to do with you, they would almost  
 22 cross street to avoid you. And fairly recently, in  
 23 another guise, an individual that I had not ever met  
 24 before, but understood that I had been bereaved by  
 25 Covid, looked me in the eye and said, "It must be so

16

1 incredibly difficult to be so very sad all the time."  
 2 And I responded by saying, "That's a very  
 3 interesting perception, given that we've never met  
 4 before. Let's see over the next couple of hours if we  
 5 can disabuse you of that notion."  
 6 And there were others from Scottish Covid Bereaved  
 7 in the room at the time. I trust that we did disabuse  
 8 of that notion. But we are marginalised. It's as if  
 9 our grief does not -- is not valued in the same way.  
 10 And my research would indicate that that's called  
 11 disenfranchised grief, where society moves on and it's  
 12 not valued in the same way.  
 13 **Q.** Yes, a loss that's socially sanctioned.  
 14 **A.** Yes.  
 15 **Q.** And is your experience of that happening to you  
 16 something that's also reflected amongst your members or  
 17 some of your members?  
 18 **A.** It's entirely reflected amongst all of us. It's a very  
 19 common theme. The only people that we can talk  
 20 comfortably to, without any of that judgement, is  
 21 ourselves.  
 22 **Q.** Another, but -- slightly different but connected topic  
 23 that you cover in your statement is prolonged grief, or  
 24 the psychological consequences of bereavement.  
 25 You tell us at paragraph 35 that it's the experience

17

1 on the surface, but underneath it's something else.  
 2 I find myself profoundly changed. I am not the same  
 3 person. I experience joy in a totally different way.  
 4 I live a solo life now, and many of us do -- you'll hear  
 5 from our two colleagues, in due course, the nature of  
 6 the impact for them. It's a totally different  
 7 experience of grief and bereavement, and those things  
 8 last and they don't move on.  
 9 I don't subscribe that you move on; we like to try  
 10 to move forward. But I had a lot of grief counselling,  
 11 I have to say, and -- because my mental health was truly  
 12 affected after the death, particularly of my husband.  
 13 And my counsellor explained it that she wanted to try to  
 14 help me get to a position where, instead of the grief  
 15 being all around me and all consuming me, I move to  
 16 a position where I was around the grief. So it never  
 17 leaves, but you can manage it in a different way. And  
 18 that's where I'm still trying to get to.  
 19 And all of us are on a separate and very individual  
 20 journey and some of us are getting to that place, others  
 21 of us are not. But the smallest thing will take you  
 22 back. The smallest thing, and it's very painful,  
 23 profoundly changing, and those -- I think we've heard  
 24 evidence, my Lady has heard evidence this week --  
 25 I could have hugged Dr Hughes from Mind -- about really

19

1 of your members that suffering years of grief has taken  
 2 away the person that they once recognised themselves to  
 3 be. You give an example at paragraph 38 of a member who  
 4 experienced a double bereavement, losing two parents  
 5 within 17 days of each other, who says, "I find it  
 6 difficult to move on from 2020. I relive 2020 in  
 7 February through to mid-June each year, but function on  
 8 through life in 2025."  
 9 Again, is something that has been expressed to you  
 10 by many of your members, the inability to move on?  
 11 **A.** Indeed, the vast majority. Any bereavement and grief,  
 12 it changes you profoundly. If you lose your life  
 13 partner, your parent, it changes you profoundly, and  
 14 that's the same for anyone who's been bereaved. But in  
 15 the circumstances that we found ourselves in, by not  
 16 seeing people, not being there at the end, being kept  
 17 away, being -- their belongings thrust at you and told  
 18 whatever you don't take from the room will be  
 19 incinerated, and all of those things, the guilt, the  
 20 blame we place upon ourselves that we didn't protect our  
 21 loved ones as best as we could, despite all best  
 22 efforts, they still got Covid, they still died, the  
 23 traumatic nature of that impacts all of us.

24 So I think probably all of us are a little bit like  
 25 a swan, where you sail along and it looks like one thing

18

1 recognising and validating the nature of our grief and  
 2 that it is different.

3 **Q.** Thank you.

4 Part of the difficulty for people who were bereaved  
 5 during the pandemic, you tell us, is that they felt  
 6 isolated in their bereavement because they weren't able  
 7 to share it with family members and friends. They  
 8 weren't able to physically reach out and to have the  
 9 contact that would normally be so readily available and  
 10 very, very important in those particular times. And you  
 11 say that many members of your organisation felt isolated  
 12 with the restrictions in place during the pandemic, and  
 13 that led to them grieving alone and that that in itself  
 14 has led to an additional trauma, and has affected the  
 15 way that they were able to experience their loss. It's  
 16 been very, very insular.

17 Let's look back to the Every Story Matters record,  
 18 please, and to page 46, and to what a bereaved wife from  
 19 Scotland was to tell the Every Story Matters exercise:

20 "Contributors shared how isolating it felt to return  
 21 straight home after ceremonies and how this made their  
 22 feelings of loneliness worse.

23 "It was no longer than an hour back home, alone,  
 24 where we would have gone and we would have had a wake,  
 25 we'd have shared stories. I'd have heard stories from

20

1 friends, because we married later on. From work days,  
2 from school days, that I wouldn't have known, I missed  
3 out on that but I just felt guilty. I felt I'd let him  
4 down ... coming home and having nobody to make me a cup  
5 of tea, nothing, all within an hour. It was, like,  
6 shock, disbelief, did it really happen? And I just,  
7 well, went to pieces, alone again."

8 So a couple of issues from that, really. The  
9 isolation of the grief itself, then the inability to  
10 hold a wake and to have family and friends around  
11 talking about their loved one, and then the isolation  
12 again, the loneliness and being left at home on their  
13 own. Are those sentiments that you recognised?  
14 A. Absolutely. In pre-pandemic -- in different outside of  
15 pandemic times and those restrictions, your family and  
16 friends would have circled around, you wouldn't have  
17 been left on your own, you would have had people there,  
18 I remember a friend of mine who was bereaved some years  
19 ago, her husband died some years ago, saying that if  
20 anyone else had come to her and said, "Come on, I'll  
21 take you to the garden centre for tea and a scone", she  
22 wanted to hit them with the scone, she'd had so many,  
23 but we weren't afforded that, we were on our own  
24 entirely.

25 A friend of mine, my very best friend, she drove

21

1 Some were able to manage a memorial remembrance event at  
2 a later stage and I didn't do that because -- many of us  
3 didn't -- because we felt so much time had passed that  
4 it had lost all meaning.

5 So I feel -- my mum, many did, had a funeral plan.  
6 We weren't allowed to sing the hymns. When the minister  
7 came to make the plans where he was going to deliver the  
8 eulogy, it was raining. He wasn't allowed inside the  
9 house. I asked him if he would mind sitting in the  
10 garage. I opened both doors. It was blowing a gale  
11 through. And I thought: this is bizarre that I'm  
12 sitting in my garage talking about my mother's funeral  
13 with the minister, 2 metres distant, with my husband  
14 trotting in with a cup of tea and the minister hugging  
15 a heater to keep warm. It was bizarre.

16 And all of us were doing that, we were doing things  
17 online, arranging funerals online, sending eulogy and  
18 information back to celebrants, you know, all of these  
19 things. Not being able to deliver that week, not being  
20 able to sit and tell stories and remember, and have my  
21 husband's friends there, for example, from his teenage  
22 years, which were wild, and being able to hear and share  
23 those stories. My stepdaughter couldn't hear those  
24 stories about her dad and when we came back to my house  
25 after the funeral, she said, "Is this it? Is this it,

23

1 across three local authorities to come to see me in the  
2 days after my husband died because she was so worried  
3 for me. I was worried she was going to get Covid, I was  
4 worried she was going to be arrested. Neither of those  
5 two things happened but all of us were on our own. We  
6 were trying to protect other people, we were having to  
7 self-isolate with information that was inconsistent in  
8 terms of levels of self-isolation.

9 The funerals themselves were not as we had hoped  
10 for, for our loved ones. They were restricted in  
11 number. They were a poor offering, in terms of that  
12 putting someone to rest and respect and dignity. Having  
13 to choose people to come to a funeral was unbearable and  
14 it's created rifts in families that will never be  
15 healed.

16 Coming home after the funeral with no wake --  
17 my Lady has heard much evidence about wakes and culinary  
18 delights at wakes. My husband, for example, it's quite  
19 a common thing in Scotland to have a steak pie dinner,  
20 my Lady. And he always used to say to me "When I die,  
21 if you don't do to me a steak pie dinner, a drink,  
22 an alcohol drink and a cake, I'll come back and haunt  
23 you."

24 Now, I've never been able to do that. Many of us  
25 haven't been able to do anything remotely like that.

22

1 Maggie?"

2 She was beyond herself. And you were -- all of the  
3 time at the funeral services, you were being pressurised  
4 to go out because they were under a time constraint. No  
5 hugging, no nothing.

6 After my mum died in June 2020, I hadn't hugged my  
7 brother then. We weren't allowed. I hugged him on the  
8 day of my husband's funeral because my brother himself  
9 had been in hospital with Covid and I thought:  
10 I actually don't care what anybody does to me, I am  
11 going to hug my brother. I don't care. The worst has  
12 happened.

13 And all of us were in that position.

14 You just didn't have that human contact. There was  
15 no -- when you came to the wake after the funeral,  
16 there's that time when you just decompress a little bit,  
17 you can take a breath. The worst, in terms of that  
18 service, is over. But you can sit with people that know  
19 your loved one, tell stories, be kind to one another,  
20 and it starts that process of grieving. And it's  
21 respectful and it's dignified. And there was none of  
22 that.

23 Q. Thank you.

24 Let's look at some of the difficulties around the  
25 topic of funerals. Go back to the Every Story Matters

24

1 record and to page 33, please. Thank you.

2 "Bereaved people discussed the delays they faced  
3 planning funerals for their loved ones during the  
4 pandemic. They felt the country was unprepared for the  
5 scale of deaths, with undertakers and funeral directors  
6 left overwhelmed. These backlogs often left families  
7 and friends with little choice in decisions about  
8 honouring their loved ones."

9 And a bereaved daughter from Scotland said:

10 "I just think as a country we were totally  
11 unprepared and the undertakers were obviously dealing  
12 with, I know this is horrible to say, high volumes of  
13 deaths from Covid. What they were getting over  
14 a weekend is something they were get over a far longer  
15 period of time ... I just felt there were just so many  
16 people dying [the funeral] wasn't as personalised,  
17 I think as what it could have been."

18 And if we can also move to page 33 and the quote at  
19 the bottom -- towards the bottom of that page. Thank  
20 you.

21 "Some people told us they had to join long waiting  
22 lists for their loved ones to be cremated or buried. In  
23 some cases, contributors felt they had no choice but to  
24 bury their loved one in a different cemetery or have  
25 a cremation instead. This was deeply upsetting for

25

1 want to do would be able to walk behind the coffin down  
2 the high street where my mum lived, and she had lived  
3 there for a long time, and we were just in a world of  
4 constant "No, you can't do that."

5 So we knew the family of the undertakers. We knew  
6 them. And we were told that "You can't walk behind the  
7 hearse, the coffin, because it will be considered as  
8 a public gathering."

9 So he let us walk behind it for a very short  
10 distance and then we had to get into our own cars and  
11 drive down. And down the high street that day were --  
12 on either side were people from the town where my mum  
13 lived, applauding as the coffin, the hearse, went down.  
14 And I just didn't understand why we couldn't have --  
15 because we were so small in number, why we couldn't do  
16 that. People might have wanted a piper to pipe the  
17 hearse in or whatever. You weren't able to do anything  
18 like that.

19 So, those things, it was all about "No, you can't.  
20 No, you can't."

21 But I found it quite inconsistent.

22 And those are the stories from our members, that, if  
23 anything, from a high-consequence infectious disease,  
24 there were going to be fatalities, we understood that,  
25 so the planning should have been much more about -- not

27

1 many. They felt they were unable to hold a funeral or  
2 other end of life ceremony that was not in line with  
3 their or their loved one's wishes."

4 And we can see, at the bottom of that page there,  
5 a bereaved grandson from Scotland:

6 "There was a delay with the cremation, as well. So,  
7 she had died, I'm trying to think, so it was the end of  
8 February 2021 ... she went into hospital, a few days  
9 later, she had died. My mum contacted the funeral  
10 director and they had advised that it was a 3-week wait,  
11 if not a bit longer. So, it ended up being 3 and a half  
12 weeks after she had actually died when she actually got  
13 cremated."

14 And we can see there that, funeral plans, choice was  
15 removed or had to be changed because of the  
16 circumstances. And did that in itself cause anxiety and  
17 grief?

18 **A.** It caused a lot of distress because you -- you know,  
19 when you plan the funeral, you -- and lots of people,  
20 you know, lots of loved ones did have funeral plans, but  
21 when you plan the funeral, it's all about that person,  
22 and the things that -- you know, the hymn -- their  
23 favourite hymns, the people that would normally be there  
24 to mourn. And there was no choice.

25 You know, my brother, for example, the only thing he  
26

26

1 just about body bags and mortuary facility but how were  
2 we going to manage that most important thing as part of  
3 the ritual of saying goodbye? Because that's what that  
4 is.

5 And it was very difficult, and still is difficult,  
6 for people that they believed they'd disrespected their  
7 loved one, didn't give them the send-off and the  
8 farewell that they deserved.

9 **Q.** Thank you.

10 Let's look at the roundtable report briefly, please.  
11 It's at INQ000588201. And at page 8 we can see what  
12 Scottish Covid Bereaved told the roundtable event.

13 "Bereaved families campaign groups told us that  
14 their members experienced a lack of autonomy and choice  
15 as the rules and restrictions limited the number of  
16 people who could attend funerals and how they were  
17 conducted. Some representatives spoke about how having  
18 to choose who attended the funeral caused arguments and  
19 disagreements within group members' families.  
20 Implementing restrictions has had a lasting impact on  
21 the relationships between some family members.

22 "Some families could not attend the funeral or had  
23 to choose someone [over others, that] was very  
24 difficult. That caused rifts in the family."

25 Is that something that your members have told you

28

1 about?

2 **A.** Absolutely. I think in our statement, you know, one of  
3 our members has said, having to choose -- invite people  
4 to a funeral, was a completely -- it was a horrific  
5 experience. And that's what you were having to do. You  
6 were having to provide contact details for those people  
7 that were attending the funeral to the crematorium or  
8 through your funeral director. And I couldn't follow  
9 why I had to -- or why we had to deliver on that  
10 responsibility. You know, at a time when you're  
11 struggling to put one foot in front of the other, to  
12 think a simple sentence, those things are really  
13 difficult in the immediate aftermath of bereavement  
14 anyway, regardless then in the situation that we were in  
15 in the pandemic.

16 And the inconsistency of it all added to that, added  
17 to that burden. No choice, just "No." Everything was  
18 "No, it's Covid."

19 You couldn't be sure that personal items were in the  
20 coffin. You couldn't touch the coffin. You -- some  
21 people weren't allowed to put flowers on the coffin.

22 And personally, I couldn't -- I mean, what was the  
23 reason? Why was that? So, you -- and, you know, people  
24 were being buried in Scotland. We call it taking  
25 a cord, to, you know, lower the coffin into the grave.

29

1 relatives in other countries who simply were not able to  
2 travel, then they were able to watch the funeral service  
3 online, and there was a cost attached to that. So  
4 again, there's something going forward about making that  
5 a bit more mainstream and part of the process.

6 But it was reassuring to be able to know that people  
7 were watching and they were with you virtually, if not  
8 personally.

9 **Q.** Thank you.

10 And on this topic let's go back to the Every Story  
11 Matters record, please, and look at the first quote on  
12 page 50:

13 "There were people who were reaching out to my dad  
14 to say that 'I really want to be there' [at my  
15 granddad's funeral] but obviously couldn't. But we were  
16 able to see the live stream numbers afterwards and  
17 a load of people tuned in, which was really nice, who  
18 maybe wouldn't have come anyway, if they did live really  
19 far away. So it meant they were able to reach a lot  
20 more people which was really special, actually."

21 **A.** It was. I have a cousin who lives in Canada, and she  
22 watched my husband's funeral -- online, obviously -- and  
23 it was so comforting to speak with her afterwards,  
24 knowing that she had -- she said, "All I could see was  
25 the back of your head" but, nonetheless, she was there.

31

1 None of that was -- none of that was possible. And  
2 those are all things -- it's an honour to have a cord,  
3 and none of those things were possible.

4 Choosing -- I remember being worried at my mum's  
5 funeral, somebody had decided: is there space? And  
6 called us the night before, my brother, to see if there  
7 was space to come to my mum's funeral. And, well, no,  
8 there wasn't. But I didn't -- I didn't sleep that night  
9 anyway but was panicking in case that individual turned  
10 up, got in at the expense of somebody else who -- you  
11 know, maybe my aunt, my mum's sister, or whatever. We  
12 shouldn't have had those kinds of worries. But that's  
13 what we were faced with.

14 **Q.** One positive that you tell us about at paragraph 232 was  
15 the common adaptation of the use of live streaming for  
16 funerals, or recording funeral services, which allowed  
17 extended family and friends to attend virtually from  
18 their own homes. And you say that although it was  
19 impersonal and many thought it was inadequate, it at  
20 least allowed for people to feel that they were part of  
21 the ceremony and the religious send-off.

22 **A.** Yeah, I think that was a really good and positive  
23 development because you could feel that people were at  
24 your shoulder even though they might not have been able  
25 to be in the room, and people, you know, who had

30

1 And that was so important. And it made it a little bit  
2 better, I suppose, that you knew that there were more  
3 people watching remotely than were in the room.

4 **Q.** I'd like to ask you now about the ability to access  
5 emotional or psychological support during, and then  
6 after the pandemic. You've told us of your own  
7 experience. But have other members expressed  
8 frustration at what are described as long or lengthy  
9 waiting lists for counselling services, and also a shift  
10 to remote services during the course of the pandemic,  
11 which, although was welcomed by some, was found to be  
12 inaccessible by others?

13 **A.** I think, as you might imagine, that's a bit of a mixed  
14 bag.

15 **Q.** Yes.

16 **A.** But I think the services that normally provide  
17 bereavement support and counselling, over and above your  
18 friends, family and that personal network who you  
19 couldn't access directly, personally, but a lot of, you  
20 know, a lot of what we have experienced was traumatic.  
21 And I think those organisations -- and we heard earlier  
22 in the week from Cruse Scotland, for example.

23 **Q.** Yes.

24 **A.** They were overwhelmed by the demand. And people had to  
25 email a request, you had to wait for a contact, then you

32

1 had to wait for a counsellor to contact you. So it's  
2 all time ticking and then you're only allowed so many  
3 contacts with them.

4 I personally was told that I could have two  
5 conversations and -- but the counsellor was so concerned  
6 for me that she would call me again but she would get  
7 into trouble, which she did.

8 So it was difficult to source support, bereavement  
9 counselling. And we've -- as I'm sure you'll come to,  
10 Ms Blackwell -- we've put in our recommendations that  
11 making sure that counselling support is trauma informed,  
12 that there's a scaling-up capacity there, and that  
13 there's some stratification, so that people who were at  
14 most risk, at high risk because they felt suicidal, they  
15 did self-harm, they needed the most help and they needed  
16 it then.

17 Remote telephone bereavement counselling, it's  
18 difficult and not everyone can relate to that. Online  
19 is something that you had to get used to, but you're not  
20 in the room with a person and you can't -- there's not  
21 the same sense from reading them as they're reading you,  
22 and it doesn't work for everybody.

23 Some people, including myself, sourced privately,  
24 sourced bereavement and grief counselling. Not everyone  
25 could do that. Not everyone could afford it. People

33

1 thought about how to make face-to-face contact safe  
2 enough for people to have the support they needed."  
3 So some people were just unable to access the online  
4 and telephone support --

5 **A.** Yes.

6 **Q.** -- because of the lack of digital skill and ability?

7 **A.** Yeah, I think -- during the pandemic generally I think  
8 there was this huge shift to everything digital. So  
9 huge reliance on that, and that impacted when our loved  
10 ones were in hospital, when they were in care homes,  
11 with no access to their family or loved ones. You know,  
12 not everybody can use -- not everybody has access that,  
13 you know, there's the whole thing around digital  
14 exclusion, digital poverty, and it's all very well  
15 saying, "Well, you need to use your phone for this or  
16 for that" but if you've got very little money you can't  
17 charge those things up and you might not have data. So  
18 all of those things were in the mix.

19 And there was this huge reliance in that shift, and  
20 I don't think we've stepped back from it, but -- so we  
21 need to have a kind of range of options so that older  
22 people particularly, they like to see people, you know,  
23 they're not good about those conversations over a phone  
24 or using Facetime or whatever -- some were and are, but  
25 not everyone. So I think we need to have a range of

35

1 were in, you know, a state of -- some people were in  
2 a state of financial hardship and turmoil because the  
3 main breadwinner in their family had been the person who  
4 had died and you're in that whole chaotic process of it.

5 So all of those things prolonged people getting the  
6 support that would have been really helpful for them at  
7 an earlier point in time, prolonged their response to  
8 grief, prolongs the trauma. And then there comes  
9 a point when you think: who's going to listen to me?  
10 Because it's a year later or two years later, and not  
11 seeking the help going forward then.

12 **Q.** Thank you. And we see all of those sentiments reflected  
13 in the Every Story Matters record at paragraph, I think  
14 it's the first paragraph on page 63. Thank you.

15 "We heard how some people were unable to access  
16 bereavement support. The increased reliance on virtual  
17 appointments made it very difficult to get any help for  
18 people with limited digital access or skills, or who  
19 were uncomfortable with technology."

20 And a bereaved daughter from Scotland said:

21 "Everything would have been online or by telephone,  
22 so you have to make provision for people who don't have  
23 that connectivity, they don't have the skills ... So for  
24 instance, my mother couldn't have accessed anything ...  
25 there should have been a little bit more creativity,

34

1 options around that going forward.

2 **Q.** Access to information and investigative mechanisms is  
3 the next topic.

4 You tell us at paragraph 71 that members of your  
5 group, in dealing with authorities post death found  
6 matters to be of greater difficulty than in pre-pandemic  
7 circumstances. And you say that whilst you appreciate  
8 that authorities were overwhelmed during the pandemic,  
9 for example funeral directors and utility companies and  
10 pension providers, banks, those sorts of organisations,  
11 nevertheless, some of your members have reported that  
12 authorities and companies were particularly difficult to  
13 engage with.

14 Others, to be fair, at paragraph 76 have said that  
15 they found that the same organisations or companies to  
16 be helpful, empathetic and to make the process easier.

17 So a mixed experience, but what would you say about  
18 the prospect of making those sorts of duties and jobs  
19 and tasks following the death of a loved one easier to  
20 navigate?

21 **A.** I think, again, a mixed experience. I think some people  
22 found that the shift to registering the death, you know,  
23 by telephone, was helpful. Some found it impersonal.  
24 Again, a mixed experience. My understanding from my  
25 mum's funeral director was that the registrars found it

36

1 hugely helpful and haven't -- and obviously haven't gone  
2 back.

3 I personally have registered four deaths using that  
4 system, and found the registrars on every occasion to be  
5 compassionate and helpful. That wasn't the experience  
6 for everyone. And when you're in the immediate  
7 aftermath of bereavement, you're all over the place.  
8 You're highly emotional, you can be readily upset, and  
9 having to say those words for the first time is  
10 horrific.

11 Dealing with the financial matters, for example, and  
12 trying to contact pension providers and banks and so on,  
13 we say in our statement, again, that was a mixed  
14 experience. But I personally, for example, trying to  
15 close down -- well, it was closed down for me, because  
16 I informed the bank that my husband had died, was told  
17 that, "Everything will stay the same, Mrs Waterton,  
18 don't worry." And then a credit card wouldn't work and  
19 I was horrified, thinking, "My goodness, what's happened  
20 here?" And that was because my husband was the primary  
21 cardholder, and I hadn't understood that, and  
22 I certainly didn't remember that at that point. And  
23 they wanted to speak to the account holder to be able to  
24 deal with that matter.

25 So I wished them good luck with that, and if they

37

1 people don't know where to go to get financial help,  
2 were worried about paying for funerals and so on.

3 **Q.** Thank you.

4 And let's take our final look at the Every Story  
5 Matters record, please, at page 29, and the pink box at  
6 the bottom, please. Thank you.

7 "Bereaved contributors at the reflective workshops  
8 emphasised how disappointed and angry they were that  
9 businesses like banks and utility companies did not  
10 recognise the unique challenges of pandemic bereavement.  
11 Contributors said they wanted them to improve how they  
12 support bereaved people in future pandemics."

13 And a bereaved daughter and wife from Scotland said:

14 "I think there's a real message for businesses ...  
15 they really need to up their game, because you're trying  
16 to tell them what's happened and so on, it's so  
17 distressing. They are not trained. It would be easy to  
18 train a proper bereavement service [therein], and the  
19 banks were hit or miss."

20 **A.** Absolutely.

21 **Q.** Yes, thank you.

22 Turning now to lessons learned and recommendations.

23 The first recommendation that your organisation makes is  
24 at paragraph 243, and you say this:

25 "In future national preparedness planning for health

39

1 did manage to speak with them, could they pass them on  
2 to me, please, because I would rather do that.

3 So there was a mixed experience. Every one of these  
4 companies said they had a bereavement team. So, being  
5 a bit of a cynic, I'm not sure that that was how that  
6 was. It was whoever picked up the phone first in the  
7 call centre.

8 Again, they shifted to remote online systems, and  
9 they hadn't worked all of that out. Their staff were  
10 working hybrid, so sometimes in an office, sometimes  
11 not. It made contacting them quite difficult. And  
12 having to repeat yourself the whole time about telling  
13 them that that person has died is incredibly difficult,  
14 and it becomes wearing, and you don't want to do it in  
15 the end. And it made things much more difficult for us.

16 The Tell Me Once [sic] system, I think generally  
17 people found that really, really helpful. I did. And  
18 it takes a lot of the burden from some of the state  
19 organisations away, and some of the public pension  
20 providers too. But the other companies it doesn't.

21 So, again, we've made recommendation about how  
22 people might have access to that and how people might  
23 access support about financial help and support,  
24 because, again, those organisations were closed down,  
25 and they need to be seen as frontline services, because

38

1 emergencies and pandemics, the importance, value,  
2 compassion and human rights of nominated family members,  
3 friends or advocates, being enabled to visit and be with  
4 their loved one in hospitals and other healthcare  
5 settings must be recognised, included and enabled."

6 So that's really the prime recommendation --

7 **A.** Absolutely.

8 **Q.** -- of respect for the provision of families and friends  
9 and advocates at the time of death?

10 **A.** Absolutely. It just has to be. I think that care,  
11 compassion, and common sense were completely lost during  
12 the pandemic, and I'm not entirely certain that we've  
13 got them back in our healthcare system, for example.  
14 And we need to be really clear that -- going forward,  
15 that people have the right to have their family members  
16 with them at end of life, and that should be how it is.

17 **Q.** Thank you.

18 The other recommendations include: the need for  
19 national planning and preparedness to consider clear,  
20 ethical, professional guidance for clinicians and  
21 healthcare professionals; the importance of funeral  
22 services and gatherings after a death; bereavement and  
23 grief counselling in the immediate days and weeks after  
24 the bereavement; advice on accessing financial support,  
25 which we've just covered; and utility companies

40

1 reviewing their bereavement support teams; and the  
 2 complaint management process being included in  
 3 a national health and emergency planning sense?  
 4 **A.** Yes, I think I would just pick out two things,  
 5 Ms Blackwell, if I might?  
 6 **Q.** Yes, please.  
 7 **A.** One of them would be around DNACPR and anticipatory care  
 8 planning. And over different modules and lots of  
 9 evidence, we and our experience, our lived experience  
 10 was that things were not as they should have been in  
 11 terms of DNACPR and consent, and escalation of care.  
 12 And that led to a lot of us worrying and still worrying  
 13 and being concerned that our loved ones were not  
 14 afforded the level of care that they should have been,  
 15 because of age or some -- whatever people considered as  
 16 a related condition. And we cannot afford, in our  
 17 society, to put ourselves back in that place again, and  
 18 we, in our recommendations, are very clear about the  
 19 provision that is already there for doctors to have  
 20 a conversation with the person themselves, obviously,  
 21 but with the family members, about what is intended to  
 22 happen and that did not happen in the pandemic.  
 23 And I have waxed lyrical on that already in our  
 24 previous evidence, so I won't do that again today but  
 25 that is one of the key issues.

41

1 particularly in Module 3 when we had a conversation  
 2 about accountability, and driving change at government  
 3 level. So there are a few of us on behalf of Scottish  
 4 Covid Bereaved who have been working with Scottish  
 5 Government, particularly latterly around the Module 2  
 6 response and recommendations, to make sure that our  
 7 voices are heard in there.  
 8 And so encouraged by that, we feel as if this is now  
 9 the moment when the baton is beginning to pass from your  
 10 good self, my Lady, to us. Because unless we drive and  
 11 unless we continue to drive with our devolved nation  
 12 governments, particularly for us in Scotland, we won't  
 13 get the change that we deserve. We can't leave that  
 14 with you. We need to work with you and take that baton  
 15 on as how we see the work going forward.  
 16 **MS BLACKWELL:** Thank you, Mrs Waterton.  
 17 I understand that you have some closing comments  
 18 that you would like to make.  
 19 **THE WITNESS:** If you would allow me, my Lady.  
 20 **LADY HALLETT:** Of course.  
 21 **THE WITNESS:** I wanted to say thank you to a number of  
 22 people. I'll come to your good self last -- I'll come  
 23 to you last, my Lady.  
 24 But I wanted to thank the Inquiry and all of the  
 25 staff, all of the people. Counsel have been wonderful.

43

1 And the complaints issue for a lot of our members,  
 2 that was a horrific experience, trying to get  
 3 information and using the complaints process to do that,  
 4 and it was hidden behind "Well, there's a pandemic on,  
 5 don't you know, so it's taking us a lot longer to deal  
 6 with things."  
 7 So people still don't have the information that they  
 8 need and require, and when they did get it, and it was  
 9 presented to them, it was in such a way that it was  
 10 difficult to access and they didn't have help to  
 11 understand it.  
 12 So we need to manage all of these things better.  
 13 **Q.** And that needs to form part of pandemic planning?  
 14 **A.** Indeed.  
 15 **Q.** Yes. You have reflected on your position in Scottish  
 16 Covid Bereaved and you describe yourself now as passing  
 17 on the baton. Can you describe and explain to us what  
 18 you mean by that, and how your role within the  
 19 organisation might change after the Inquiry has  
 20 performed its role?  
 21 **A.** So I think -- I mean, this is a bit of an ending,  
 22 my Lady, and -- but it's not an ending that's painful as  
 23 we've experienced before. It's an ending that's more as  
 24 a chapter of a book closing with another one about to  
 25 open. And we feel encouraged by you, my Lady, that,

42

1 Everyone has been kind, compassionate. We feel in the  
 2 Inquiry that we've had our voices heard. We've been  
 3 seen. And our loved ones have been heard. And that's  
 4 the most important thing for us.  
 5 All of counsel, who we've listened to intently over  
 6 these past while, we've learnt such a lot from our  
 7 learned counsel colleagues, that are in this room today  
 8 and not, and we appreciate hugely the efforts that  
 9 you've all made on our collective behalf.  
 10 I want just to say a wee thank you to our legal  
 11 team, Mr Anwar and co, for their -- we haven't always  
 12 agreed -- but we've got there in the end. And a special  
 13 thank you to Ms Mitchell, our wonderful counsel, and we  
 14 are so privileged to have her represent us.  
 15 And finally to you, my Lady, if I may. You have  
 16 delivered an inquiry for us that is without fear or  
 17 favour. You have been consistently compassionate with  
 18 all of us -- to the extent, when we were in Edinburgh,  
 19 you had them put the heating up because my friend and  
 20 I were freezing!  
 21 **LADY HALLETT:** We were freezing.  
 22 **THE WITNESS:** Indeed, we were.  
 23 **LADY HALLETT:** I could see you in the --  
 24 **THE WITNESS:** I had to put my scarf on. I was frozen.  
 25 But we were so grateful to you, my Lady, for

44

1 everything that you have done for us and our loved ones,  
 2 and we thank you for that.  
 3 **LADY HALLETT:** You've made me cry.  
 4 I'm really grateful for all you've said,  
 5 Mrs Waterton, and for the support that the Scottish  
 6 Covid Bereaved, indeed all the bereaved, have given to  
 7 the Inquiry over the years.  
 8 When you meet people as impressive as you, it's easy  
 9 to be nice. Oh, you have made me blub.  
 10 **THE WITNESS:** Oh, don't! Because I'll be your friend --  
 11 that's not what we should be doing.  
 12 **LADY HALLETT:** I am -- as I get older, I'm more of  
 13 a blubber. But, as you say, it's time for a different  
 14 phase. And you're absolutely right about, there's no  
 15 point in carrying out this Inquiry and getting people  
 16 like you to tell us about the most distressing times of  
 17 your life if then governments don't implement the  
 18 recommendations.  
 19 And you're absolutely right again, that I'm going to  
 20 need your support and for all the bereaved who have  
 21 taken -- well, who have basically got this Inquiry going  
 22 in the first place, to make sure they get the public on  
 23 board, as well, because it's only by pressure from the  
 24 public that will persuade governments that their  
 25 electors want change.

45

1 **A.** Yes.  
 2 **Q.** Thank you.  
 3 Mrs Boswell, you have attended here today to give  
 4 evidence about your husband, George Ian Boswell?  
 5 **A.** Yeah.  
 6 **Q.** Is it right that he sadly died on 9 February 2021?  
 7 **A.** He did.  
 8 **Q.** How old was your husband when he died?  
 9 **A.** He was 52.  
 10 **Q.** And you say you'd been together a long while and had  
 11 a close and supportive relationship.  
 12 **A. (Witness nodded)**  
 13 **Q.** Can you tell us about that?  
 14 **A.** Yeah, we'd been together, childhood sweethearts, met  
 15 each other at school. I was in the first year.  
 16 I wasn't in a very good place with my family at the  
 17 time. And yeah, he was just -- my support. He was my  
 18 everything. He stopped me going down, probably, a bad  
 19 path in life.  
 20 We had our first child at 16 and our second, I was  
 21 18 when she was born. Yeah, we were just each other's  
 22 everything, soul mates, you know. Yeah, he was the  
 23 other half of me.  
 24 **Q.** Did you have more than one child?  
 25 **A.** We had two, yes.

47

1 So I wish you all the best of luck with that and  
 2 thank you so much for all that you've done and for your  
 3 extremely helpful statement and your evidence, and  
 4 I shall now go and have a break.  
 5 I shall return at 11.20.  
 6 **MS BLACKWELL:** Thank you, my Lady.  
 7 **(11.05 am)**  
 8 **(A short break)**  
 9 **(11.21 am)**  
 10 **LADY HALLETT:** Ms Rahman?  
 11 **MS RAHMAN:** My Lady, the next witness is Sharon Boswell.  
 12 Can the witness be sworn, please.  
 13 **MRS SHARON BOSWELL (affirmed)**  
 14 **Questions from COUNSEL TO THE INQUIRY**  
 15 **MS RAHMAN:** Mrs Boswell, thank you very much indeed for  
 16 attending to give evidence today.  
 17 Could you give your full name, please.  
 18 **A.** It's Sharon Boswell.  
 19 **Q.** There should be a statement in front of you dated  
 20 19 December 2025, INQ000659967. Is that a statement  
 21 that you have provided for the purposes of the Inquiry?  
 22 **A.** Yes.  
 23 **Q.** And can you confirm that any facts stated within the  
 24 statement are true to the best of your knowledge and  
 25 belief?

46

1 **Q.** Mrs Boswell, I'm going to ask you now about your lives  
 2 together during the pandemic.  
 3 **A.** Yeah.  
 4 **Q.** Is it right that your husband was an essential worker?  
 5 **A.** He was, yes.  
 6 **Q.** And what did his job involve?  
 7 **A.** He worked for a company that -- he would make deliveries  
 8 for, you know, washing machines, fridge freezers,  
 9 whatever, so yeah.  
 10 **Q.** So he delivered those sorts of things to people's homes?  
 11 **A.** Yes, mm-hm.  
 12 **Q.** And you say that he had to work during the pandemic,  
 13 even during the lockdowns; why was that?  
 14 **A.** Yeah, just that's what they said that he had to do. He  
 15 wasn't given a choice.  
 16 **Q.** You also say your husband had type 2 diabetes?  
 17 **A.** Yes.  
 18 **Q.** Did he take medication for that?  
 19 **A.** He did.  
 20 **Q.** Was it well controlled?  
 21 **A.** Yeah, I mean, with Metformin and his diet we got that  
 22 quite controlled for sure, yeah.  
 23 **Q.** So he was, in all respects, other than that diagnosis,  
 24 fit and well?  
 25 **A.** Yes.

48

1 Q. But he was not within the categories of those required  
2 to shield?  
3 A. Not that we were aware of.  
4 Q. But you say in your statement you believe that he should  
5 have been shielding?  
6 A. I do believe that, yeah.  
7 Q. And that's because of what you now understand about the  
8 risks of Covid to those with diabetes.  
9 A. Yes.  
10 Q. But you did not know that at the time.  
11 A. Absolutely not.  
12 Q. So your husband went out to work as an essential  
13 worker --  
14 A. Yeah.  
15 Q. -- not knowing about any increased risks to him on  
16 account of his diabetes?  
17 A. Correct.  
18 Q. But it's right that he had a particular concern that he  
19 would get Covid not because of his health, but because  
20 of the risk of passing it to you?  
21 A. That's right. I was -- I had been diagnosed with breast  
22 cancer just after the first lockdown and I was getting  
23 chemotherapy at the time when he was told that he had to  
24 work, so obviously I didn't have a good immune system or  
25 whatever. So yeah, he was very concerned about going to

49

1 husband's job?  
2 A. Mm-hm.  
3 Q. Would it be right that, before the pandemic, he would be  
4 doing his deliveries in a lorry with a driver's mate?  
5 A. Yes.  
6 Q. So, essentially, both of them driving together in a cab  
7 at the front of the lorry?  
8 A. That's correct, yeah.  
9 Q. And you say in your statement that during the first wave  
10 of the pandemic there were some measures put in place to  
11 reduce the risk of contracting Covid?  
12 A. **(Witness nodded)**  
13 Q. Could you tell us what they were.  
14 A. So, one of the -- I mean, every night the vehicles were  
15 cleaned specifically for Covid, and the driver would  
16 have been just in the lorry by himself, and they'd hired  
17 other vehicles for their mates to go in.  
18 So it was outside -- they were still -- like, if  
19 they were taking in a washing machine or whatever, they  
20 were still quite close contact. They were given gloves  
21 to use on the products that they were taking into  
22 people's homes. They were given hand sanitiser and,  
23 like, a sanitiser for the air and what have you. But,  
24 yeah, that was about it. There was no, you know,  
25 testing for Covid. Just nothing. They were just, sort

51

1 work with that.  
2 Q. So because of the chemotherapy that you were undergoing  
3 you were immunocompromised?  
4 A. Yes.  
5 Q. So at an increased risk?  
6 A. Yes.  
7 Q. This situation must have been a source of real anxiety  
8 to both of you. Can you describe the impact of it at  
9 the time?  
10 A. Yeah, I think -- you know, I can't even tell you what  
11 it's like to have to go through a cancer journey alone,  
12 and that's basically what it was, you know, I had to  
13 attend appointments alone. Yeah, it was just awful. To  
14 sit in a room and for someone to say, "You have cancer"  
15 with no support around you, yeah, it was awful. And  
16 yeah, I, you know, I could hear him crying about the  
17 fact that he couldn't be there for me.  
18 When I had my first appointment with my oncologist  
19 it was over a video chat. He asked his employer "Well,  
20 can I have the day off so I can be there for the video  
21 chat?" No. There was just no sympathy whatsoever.  
22 He voiced his concerns about me being  
23 immunocompromised, and yeah, he got nothing back from  
24 his employer for that.  
25 Q. Can I also ask you about the work practices in your

50

1 of, left to it. No instructions on exactly what  
2 procedures should be being taken. And they were given  
3 masks as well.  
4 Q. So that was during the first lockdown?  
5 A. Yes.  
6 Q. And were they being told go into people's homes at that  
7 time?  
8 A. No. They had to leave things on the doorsteps, which  
9 a lot of people weren't very pleased about, but, yeah,  
10 that's -- that was what they had to do initially.  
11 Q. You say that by the time of the second lockdown, those  
12 measures that you'd just described to us, they weren't  
13 in place. You say there was less vigilance. Can you  
14 explain what changed?  
15 A. Yeah, so the second lockdown the driver and the driver's  
16 mate were both in the same cab now, in the lorry. No  
17 perspex between them, nothing. So, they were -- yeah,  
18 they were both together. Things had changed as far as  
19 just dropping things at the doorstep. They had to take  
20 them in the front door and, you know, drop them maybe  
21 inside the lobby or whatever. Yeah.  
22 Q. And in terms of testing, was there any testing going on?  
23 A. None whatsoever.  
24 Q. How did your husband feel about this?  
25 A. Very, very afraid. Very afraid for me. He worried

52

1 about me more than he did himself, because he thought  
2 that I was the one that was going to be at risk.

3 So, yeah, he was very anxious all the time.

4 You know, he'd come home, he'd take off all his  
5 clothes, straight into the washing machine -- he  
6 wouldn't even allow me to touch them. Straight into the  
7 washing machine, into the shower. I mean, he was so  
8 strict in his routine.

9 So, it was just a case of he went to work, he came  
10 home. Nothing else.

11 **Q.** I want to ask you now about something that happened at  
12 the end of the year, December 2020, concerning  
13 a colleague of your husband's, the driver's mate that  
14 was in the same vehicle as him.

15 **A.** Yeah, mm-hm.

16 **Q.** You say that this colleague was visited by someone who  
17 had tested for Covid -- positive for Covid shortly after  
18 that visit?

19 **A.** Yeah.

20 **Q.** Can you tell us what happened next?

21 **A.** Yes, so his driver's mate had a daughter, she lived in  
22 London with her mum, and obviously they were allowed to  
23 travel for visitation. She travelled with her daughter  
24 to Aberdeen, and after they had -- she had gone home, we  
25 found out that someone very close to her had tested

53

1 **Q.** -- but subsequently was tested and was positive.  
2 Meanwhile, your husband was really concerned that he was  
3 going to contract the virus?

4 **A.** Yeah.

5 **Q.** And you were both concerned about that?

6 **A.** Mm-hm.

7 **Q.** And as you've just touched upon, you did then get  
8 tested?

9 **A.** Yeah.

10 **Q.** I just want to come up back before that test, because  
11 you've described in your statement how your husband  
12 started feeling at the beginning of January 2021. How  
13 was his health at that point?

14 **A.** Yeah, so I was actually going through radiotherapy at  
15 that point, I had five days of radiotherapy. The first  
16 day he was fine. The second day -- it was a Tuesday --  
17 and he come in and said, "Mm, just feeling a little bit  
18 off today."

19 Yeah, okay. My husband, whenever he did feel ill,  
20 he stopped eating, you know, he's just one of them  
21 people that was quite sick when he wasn't feeling  
22 a hundred per cent. So yeah, his appetite went. But  
23 apart from that, nothing for the first couple of days.

24 The third day that he came home, which was the  
25 Thursday, I remember him, like, leaning over the sofa

55

1 positive -- it was her dad, I think -- for Covid, and  
2 that she had tested, as well, positive. So the driver's  
3 mate, he -- that was working with my husband, he  
4 apparently went and got a test, which came back  
5 negative. But there was only, you know, two or  
6 three days between her going away and -- he would never  
7 have tested positive; it wasn't a long enough incubation  
8 time. So ...

9 **Q.** So, you say that the driver's mate that you've described  
10 had that negative test and just carried on working?

11 **A.** Yes. He didn't tell his employer. I remember the day  
12 we tested positive for Covid, my husband was on the  
13 phone to his boss, and he said that his mate had had the  
14 test. They had no idea. And I could hear the  
15 conversation. I was in the kitchen doing the dishes or  
16 whatever, and I could hear the shock in his boss's  
17 voice, that his driver had been tested. And, yeah,  
18 within, I don't know, two, three weeks, his driver,  
19 actually, was Covid positive as well. He was quite sick  
20 with it as well, at -- at the same time he went back to  
21 work and was fired not long after.

22 **Q.** So, just taking this together, essentially your  
23 husband's colleague had a negative test, carried on  
24 working --

25 **A.** Yeah.

54

1 and he just said that he had lots -- like, cramps in his  
2 back. And I just thought, you know, this is not good  
3 enough. We need to call in a doctor just to see what's  
4 going on. And she said that she didn't think it was  
5 Covid, but let's go get tested just to be sure. And  
6 that's what we did.

7 **Q.** And you were both positive?

8 **A.** We were both positive. Came back the next day, yeah.

9 **Q.** You then go on in your statement to describe how your  
10 husband's condition deteriorated within a few days of  
11 that test.

12 **A.** Mm-hm.

13 **Q.** Are you able to tell us about that?

14 **A.** Yeah, my husband was never a person that stayed in his  
15 bed. He was always up and on the go. So, yeah, we both  
16 stayed in bed together on the Saturday. On the Friday  
17 it was my last day of radiotherapy. I didn't think that  
18 I would be allowed to go because I'd tested positive but  
19 they said no, I needed to get it done. My husband took  
20 me. Yeah, awful experience. I was treated like  
21 a leper. It wasn't a pleasant experience at all. Came  
22 out and just immediately broke down. We both went home,  
23 just went to bed together. I was feeling drained  
24 anyway, I didn't know if it was Covid, radiotherapy,  
25 chemotherapy, I didn't know.

56

1 So we spent the Saturday in bed just together, and,  
2 you know, talking to our kids and stuff like that.  
3 On the Sunday I got up and started making Sunday  
4 dinner, and what have you, but he decided he'd stay in  
5 bed. And I just knew, I knew that it wasn't like him,  
6 you know, to stay in bed for that many days.  
7 On the Monday I had specifically said to him "Do you  
8 want me to phone 111?" Get some advice here, because we  
9 didn't know when to reach out for help and he said, "No,  
10 no, no, no."  
11 I had been bitten by my cat the day before, and  
12 because I had no immune system I ended up getting some  
13 poison in my hand. And I phoned and they said, "You're  
14 going to need to come in, get intravenous antibiotic",  
15 sorry.  
16 And I went through -- I was having the conversation  
17 on loudspeaker in front of him and the fear on his face  
18 because he thought that I was having to go into hospital  
19 I'll never forget. And I said to the doctor, I was  
20 like, "There's just no way I can leave him here by  
21 himself, he's very ill and he obviously doesn't want me  
22 to go."  
23 So that was the Monday. My son went and picked the  
24 antibiotics from A&E.  
25 On the Tuesday morning I was wakened about 5,

57

1 and I think, I think, looking back on it, fear had a lot  
2 to do with it. He didn't want to be taken into  
3 hospital. He didn't want to be taken away from me.  
4 Yeah. That's basically what that was.  
5 Q. So you've said that that was the message that was coming  
6 over to you from the news.  
7 A. Yes.  
8 Q. You've also said it wasn't really clear --  
9 A. No.  
10 Q. -- when you should ignore that message and go to seek  
11 help?  
12 A. Yeah.  
13 Q. And you say in your statement, even though that's the  
14 case, you feel you -- you feel guilty --  
15 A. Mm.  
16 Q. -- for not seeking help sooner.  
17 A. Absolutely.  
18 Q. So that particular feature of the pandemic, the  
19 messaging about staying away --  
20 A. Yeah.  
21 Q. -- the lack of clarity about when you should seek  
22 help --  
23 A. Yeah.  
24 Q. -- you're telling us that's something that had  
25 a particular impact on you --

59

1 I heard him getting up to the toilet, I'm quite a light  
2 sleeper anyway, he went up to the toilet. I could hear  
3 that he was being sick. When he was coming down the  
4 stairs, he stopped three times coming down the stairs.  
5 And I just knew. I knew that something wasn't right.  
6 He went straight into the living room, put on the  
7 light, and I got up, and when I went into the living  
8 room he was just, you know, like bent over, didn't feel  
9 right. I said to him "Do you want me to phone 111?"  
10 "Yes."  
11 And I just went through to the bedroom and I was,  
12 like, "No, I'm just phoning 999." And that's what  
13 I did. The paramedics came.  
14 Q. Mrs Boswell, you have just said that you had actually  
15 asked your husband in previous days if you should call  
16 someone like 111 or 999 --  
17 A. Yes.  
18 Q. -- but he said "no".  
19 A. Yeah.  
20 Q. And I think you say that one of the reasons for that was  
21 that the messaging in the news was, you know, don't seek  
22 help.  
23 A. Absolutely. It didn't say when and how bad things  
24 should be to seek out that help. I mean, everybody was  
25 aware that the NHS were under so much pressure. Yeah,

58

1 A. Absolutely.  
2 Q. -- and you're still feeling that today?  
3 A. Absolutely. I think the fact that when he was taken  
4 into hospital, the fact that he went straight to ITU,  
5 that reinforced to me how ill he was. And, yeah, we  
6 should have sought help before that.  
7 Q. Well, Mrs Boswell, just picking up where you left off,  
8 you called the ambulance --  
9 A. Mm-hm.  
10 Q. -- early in the hours -- in the early hours of a morning  
11 in January?  
12 A. Yeah.  
13 Q. What was your husband's condition like when the  
14 ambulance arrived?  
15 A. Yeah, his oxygen levels were really, really low. As  
16 soon as they came in, they -- it was just one paramedic  
17 at the time, he immediately phoned for the ambulance to  
18 come and get him because he's -- the levels were just,  
19 yeah, not very good at all. He had no energy. He  
20 couldn't talk. He just ... yeah.  
21 Q. Did you have any time to say a proper goodbye to your  
22 husband?  
23 A. No.  
24 Q. So it felt very sudden, the way that he left home?  
25 A. (Witness nodded)

60

1 Yeah. Yeah, no. The two ambulance drivers came in  
2 and put him in a chair, put a blanket over him. One of  
3 them had asked me to get some things to take to the  
4 hospital for him. And, yeah, they just -- they just  
5 wheeled him away. And, yeah, I just remember seeing him  
6 going down the path, getting wheeled down the path, and,  
7 yeah, that was it. No goodbye, no hug, no ... no  
8 "I love you", no -- no nothing.

9 **Q.** Can I ask you now what happened, as far as you're able  
10 to ascertain it, when your husband got to the hospital?  
11 You said he got taken straight to ICU. Were you able to  
12 visit him at all?

13 **A.** No. So, for the first six days he was awake and I was  
14 able to contact him through video call and whatever.  
15 I was given a couple of phone calls a day, one from the  
16 doctor, one from the nurse. Not every day. That was --  
17 yeah, there was a lot of failings there as well.

18 They kept phoning my house number. We've never had  
19 a house number, in years and years. My husband told  
20 them. I told them. And when I would say, you know,  
21 they would get sarcastic when -- I've actually kept  
22 a diary, you know, of everything that happened. And  
23 reading back on that diary, they were -- they were  
24 really nasty to me: "Well, we phoned and you didn't  
25 answer the phone."

61

1 **A.** Yes. They couldn't get his blood sugar levels under  
2 control at all. They were injecting him with insulin at  
3 this point, which he'd never had before. And I think  
4 there was a lot of delirium there. He was on  
5 morphine -- I think morphine -- for the pain, by that  
6 point as well, that he was experiencing. He'd stopped  
7 eating, he'd stopped drinking. Yeah. He was just --

8 **Q.** He was very unwell?

9 **A.** He was very unwell, yeah. And we could see it daily, it  
10 was getting worse for sure.

11 **Q.** And the time came, I think you say, after your husband  
12 was in hospital for six days --

13 **A.** Mm-hm.

14 **Q.** -- that it was decided that he was going to be placed on  
15 a ventilator?

16 **A.** Yes.

17 **Q.** Was it your husband himself who was able to tell you  
18 that?

19 **A.** It was, yeah.

20 **Q.** On a short video call?

21 **A.** It was, yeah. Mm-hm.

22 **Q.** And at that point, in early 2021 -- do take your time.  
23 Are you okay to continue?

24 **A.** Yeah, yeah, yeah.

25 **Q.** Are you sure?

63

1 I'm like, "But, yeah, I don't have a house phone.  
2 How am I going to answer?"

3 So, yeah, that was the communication that I got.  
4 Very, very little. There was no one-on-one obviously,  
5 he was in ITU. There was someone with him all the time.  
6 There was no privacy at all.

7 **Q.** What was the impact on you of that sort of communication  
8 at the time?

9 **A.** Oh, it was very, very hard. Yeah, I just went into  
10 myself, I think -- and not being able to have the  
11 contact with my son and my daughter. I mean, I'd -- was  
12 still tested positive too, didn't feel well myself.  
13 I could see that he was getting worse every day.

14 You know, I remember doing a video call one morning  
15 with him and he had the CPAP machine on his face, and  
16 I just looked and I just panicked and I said, "I'm  
17 sorry, I'm sorry, I've got to go. I've got to go."

18 And I put down the phone.

19 And I'm like: what are you doing? You know, just --  
20 I got a scare. That's my husband. So I immediately  
21 phoned them back and I'm like, "I'm so sorry, I just got  
22 a scare."

23 **Q.** You say in your statement that you were told by staff  
24 and your husband also appeared to you increasingly  
25 confused during those calls; is that right?

62

1 **LADY HALLETT:** Do you want to take a drink of water?  
2 Sometimes it -- I see you've got some wonderful pink  
3 comforter.

4 **A.** Yeah, it's from my grandchildren. It says "Grandma".  
5 Yeah, for sure. I'm good. I'm fine, thank you.

6 **MS RAHMAN:** Mrs Boswell, at that point in early 2021 what  
7 was the impact on both of you of learning that his  
8 condition had deteriorated to the extent that he did  
9 need to be put on a ventilator?

10 **A.** I'd spoke to him in the morning and he said, "Sharon,  
11 I've had enough. I've had enough of them poking and  
12 prodding me. I'm sick of it."  
13 He said, "I'm not taking my meds. I've had enough."  
14 And I just knew. I just knew that things were bad.  
15 They'd obviously talked about it in the run-up,  
16 whatever, that there was still the possibility that he  
17 would go onto the ventilator. And I tried to stay  
18 positive for the children, and yeah ...  
19 But that morning I just knew. I just knew that it  
20 wasn't right. The nurse phoned me just after 9 in the  
21 morning, and the question she asked me was: was I at  
22 home alone?  
23 And she knew that his levels, his oxygen levels,  
24 were really bad. And, yeah, she could see that it  
25 wasn't good for that day.

64

1 And when he called me, I think he called me about  
 2 6 o'clock, to tell me that, yeah, he was going on the  
 3 ventilator, it was the hardest conversation I've ever  
 4 had in my life. What do you say? You know, "Please  
 5 promise me you're going to come home. We love you."  
 6 I can't even remember the conversation. Yeah,  
 7 I can't remember a lot of the conversation between us.  
 8 I remember crying a lot. He was calm. He was very,  
 9 very calm. It was just like, "You know, I've had  
 10 enough." I asked him if I could get the children to  
 11 phone him. I say children, they're adults. And he said  
 12 "No, I can't do it."  
 13 He said, "I just can't. I can't talk to them."  
 14 And I had to tell my children that. God, they  
 15 struggle with it, even today. And I understand, you  
 16 know, why, I think -- yeah. I don't know. I don't know  
 17 if they blame me for it or not but I feel guilty for it,  
 18 for him not ... not wanting or having the strength. He  
 19 didn't have the strength to do it all over again. Once  
 20 was enough for him.  
 21 **Q.** You've described how difficult it was for both of you  
 22 having that conversation without being present with each  
 23 other to console each other.  
 24 **A.** Yeah. No touch, no nothing.  
 25 **Q.** And again Mrs Boswell, you've mentioned it a moment ago,

65

1 for them to have taken the time to take the phone and  
 2 put it to his ear so that I could tell him we were  
 3 there, we were supporting him, and yeah. We never had  
 4 that opportunity. We never got that.  
 5 **Q.** Mrs Boswell, you've described those next two weeks as  
 6 being horrific for your family?  
 7 **A.** Yeah.  
 8 **Q.** But you say you were trying to stay strong for your  
 9 children's sake.  
 10 **A.** Yeah.  
 11 **Q.** You say you were getting very little information.  
 12 **A.** Mm-hm.  
 13 **Q.** But what you were getting, you were trying to see the  
 14 positives but in reality --  
 15 **A.** I knew.  
 16 **Q.** -- the news was mostly negative?  
 17 **A.** Yeah. Every day was negative. It just, it never got  
 18 better. There was a few of the doctors that were  
 19 absolutely wonderful and explained things really well  
 20 and, you know, they said, well, yeah, he'd made a bit of  
 21 progress this day and whatever. But some of the doctors  
 22 were quite impersonal. Some -- yeah, there was just no  
 23 information whatsoever, and the little snippets that we  
 24 had, we had to sort of take that and dissect it and just  
 25 try and take what we could away from that. And I didn't

67

1 even though none of this was your choice --  
 2 **A.** Yeah.  
 3 **Q.** -- you've actually used the words in your statement that  
 4 you hate yourself for not being able to provide the  
 5 comfort that he needed.  
 6 **A.** **(Witness nodded)**  
 7 **Q.** That's been the impact on you?  
 8 **A.** Absolutely, absolutely, yeah. I don't recognise the  
 9 person that I used to be. I'm not that person. Not any  
 10 more. Not any more. I just -- yeah. I beat myself up  
 11 every day for decisions that were made or decisions that  
 12 were out of my hands. Mm.  
 13 **Q.** Ultimately, you say, you should have all been there --  
 14 **A.** Yeah.  
 15 **Q.** -- around the bed supporting him --  
 16 **A.** Yeah.  
 17 **Q.** -- and you feel that's been stolen from you?  
 18 **A.** Yes. A hundred per cent. You know, like, obviously,  
 19 the first six days we could do the video calls, he got  
 20 to hear our voices, but for the next two weeks he never  
 21 heard any of our voices. I've now been able to read the  
 22 hospital notes and things, things that I never -- I was  
 23 never aware of at the time, you know, that he wasn't  
 24 under -- in the coma all the time. They took him in and  
 25 out of that and he was responsive at times. Yeah, just

66

1 want to fall to bits because, you know, the kids were  
 2 going through enough. My kids. Our children were going  
 3 through enough at the time.  
 4 **Q.** So you were saying to your children you were confident  
 5 that he would recover but that was not really how you  
 6 felt?  
 7 **A.** No, no. I remember having a conversation with my son  
 8 one night and I'd said, you know, obviously we'd seen  
 9 other people getting home from hospital and whatever,  
 10 and they'd had lots of long-term problems. And  
 11 I remember having the conversation with my son, and  
 12 saying to him "I don't care how he comes home. I just  
 13 want him home." And in hindsight, you know, I think  
 14 that was a very selfish thing to say. But yeah, that's  
 15 how we were feeling at the time.  
 16 **Q.** Mrs Boswell, I will now ask you about what happened on  
 17 9 February 2021 when your husband sadly passed away.  
 18 **A.** Yeah.  
 19 **Q.** You got a call that day from a doctor?  
 20 **A.** Mm-hm. I did, yeah. He phoned me about 4, 4 pm,  
 21 something like that, and said, "You need to get to the  
 22 hospital. He's not, he's not going to make it."  
 23 **Q.** Did you get to see him?  
 24 **A.** I did, yeah. We -- I phoned my son, I just told him  
 25 "You've got to come and get me." He didn't ask any

68

1 questions. I phoned my daughter. She was on her way  
2 home from work. She worked for the NHS. She  
3 immediately about turned and went to the hospital. We  
4 were met at the door by a chaplain, taken through to the  
5 room, we were allowed to talk to the doctor. I've got  
6 very little memory of that. And then we were taken down  
7 to see him. He was beside ITU, but he -- they'd taken  
8 him into a separate room. Still on a ventilator. And  
9 when we went into the room he was facing, his head was  
10 facing this way, and we came in from here, and his head  
11 turned and looked at us coming into the room. So I just  
12 knew that he was here.

13 He knew that I was -- well, we were coming in.  
14 Yeah. We just sat and we spoke to him. I had to --  
15 sorry, I had to tell him that Scotland had beat England  
16 in the rugby again. So yeah, I remember taking great  
17 pride in telling him that because he was very passionate  
18 about his rugby. Yeah. And we just blathered to him  
19 because we hoped that he could hear us, because we got  
20 no response. We just held his hand, we were on full  
21 PPE. There was no touch, no skin. I wasn't allowed to  
22 kiss him. Yeah -- and then it didn't take long for him  
23 to actually pass, or it didn't feel like it took long.  
24 I'm not sure.

25 I remember them trying to usher us out of the room  
69

1 from the ventilator. And I think that's what  
2 ultimately, ultimately killed him.  
3 **Q.** Mrs Boswell, I want to now ask you about the funeral  
4 arrangements. You say in your statement that, although  
5 you were able to go to the funeral parlour, the coffin  
6 was sealed, so you weren't able to see him?  
7 **A.** No.  
8 **Q.** And you've said it was not really clear to you why that  
9 was?  
10 **A.** No. Nobody explained that. You know, you had to  
11 quarantine for ten days when you tested positive, then  
12 you could go back out into the world. Yet here's him,  
13 three weeks he had been in that hospital, and, yeah,  
14 I just couldn't -- I couldn't get my head around what  
15 the difference between quarantining at home was and him  
16 being three weeks into it. I just -- yeah. And to have  
17 it sealed. No one told me why. I still don't know.  
18 **Q.** And you mention that there was no wake. Is that  
19 something you would have liked to have had?  
20 **A.** Oh, absolutely. Absolutely. He was a very, very  
21 sociable person. Yeah. Yeah, he -- I would have loved  
22 to have people talking to me about him, telling me  
23 stories about him. Yeah.

24 I don't go on social media any more, but my children  
25 had a lot of stories from -- you know, he was a football  
71

1 very, very quickly. They were all stood -- the doctors  
2 and the nurses were all stood at the back, you know,  
3 obviously observing what was taking place in the room.  
4 And yeah, I remember someone, I think it was my  
5 son-in-law, at the time, saying to the doctor, "She  
6 needs time by herself to say goodbye."

7 So I did get that, seconds on my own with him. But,  
8 yeah, I still couldn't kiss him, I couldn't hug. I just  
9 wanted to get in bed with him, to be honest, you know.  
10 Yeah.

11 **Q.** You've said that walking away was one of the hardest  
12 things you've ever had to do?

13 **A.** Yeah. Yeah. It was -- yeah. Yeah, I just didn't want  
14 to leave him.

15 **Q.** Mrs Boswell, your husband passed away, and it's right  
16 that the death certificate said that he died from Covid,  
17 diabetes, and multi-organ failure?

18 **A.** Yeah.

19 **Q.** And you say you weren't offered a postmortem?

20 **A.** No. And that, again, that's something I've got to live  
21 with as well.

22 You know, he went in there with Covid, ended up with  
23 lots of different infections, and I honestly believe  
24 that one of that infections came from -- because he  
25 didn't test positive for it before -- I think it came  
70

1 coach for kids and stuff, and the messages that we got,  
2 you know, from these kids that -- it was just amazing to  
3 hear. I'd have loved to have had that at a wake for  
4 sure.

5 **Q.** As it was, you had a socially-distanced funeral.

6 **A.** Yes.

7 **Q.** Twenty people were allowed to attend.

8 **A.** Yes.

9 **Q.** And you describe coming back from the funeral and being  
10 alone.

11 **A.** Mm-hm.

12 **Q.** Are you able to share your feelings?

13 **A.** Yeah. The night -- the night that I got home after the  
14 funeral, I just couldn't believe that I was -- I had --  
15 the children had asked, because I was in their bubble,  
16 if they wanted one of them to stay over, but I had said  
17 no. I had said no. Which was silly, looking back. And  
18 I remember sitting on the sofa, the TV was on, but --  
19 you know, the lights were on, but no one was home with  
20 me. And I thought: I'm sitting here by myself, I've  
21 just had a funeral for my husband. The turmoil that was  
22 inside me was just -- yeah. I felt very isolated.

23 I felt alone. I felt unhappy. Yeah, just everything  
24 you could possibly -- anxious, yeah. Just everything.

25 **Q.** You describe, notwithstanding the way you were feeling,  
72

1 just getting on with the administrative side of things  
 2 after your husband died?  
 3 **A.** Yeah.  
 4 **Q.** And you say it was simple for the most part but you did  
 5 struggle with things like getting the bank all the  
 6 details they needed?  
 7 **A.** Yeah.  
 8 **Q.** You struggled with the phones not being answered, not  
 9 being able to go in in person; is that right?  
 10 **A.** That's right, yeah. More so because, I mean, my husband  
 11 and I had both had a will, we put it in place when the  
 12 kids were quite young, just -- it was so old that, you  
 13 know, my children were going to go to my mother-in-law  
 14 if anything happened to us. And, you know, we weren't  
 15 married at the time. So obviously it was my maiden name  
 16 that was in -- that caused a bit of problems. And  
 17 that's where I had the problem, you know, sorting things  
 18 out with the bank and getting the information that they  
 19 needed, and -- yeah, that was the hard part.  
 20 **Q.** Mrs Boswell, you say that obviously to lose your husband  
 21 at any time would have been devastating --  
 22 **A.** Yeah.  
 23 **Q.** -- but the fact it happened during the pandemic, that's  
 24 made it so much more traumatic for you.  
 25 **A.** Mm-hm.

73

1 not following the rules, as well.  
 2 **A.** Yeah, absolutely.  
 3 **Q.** Because that really impacted on you.  
 4 **A.** It was just really bad, you know, just the amount of  
 5 anger I put myself in, silly situations, looking back on  
 6 it, silly situations. You know, I'd see someone lying  
 7 on the ground on our main street and just give them  
 8 abuse for the state that they were in, and, yeah, very  
 9 dangerous.  
 10 I remember a confrontation on a bus. A woman came  
 11 in with a mask down here, and I just said to her, you  
 12 know, I was like "If you're going to wear the mask, wear  
 13 it. You're on the bus. You're supposed to wear it."  
 14 And I just got lots and lots of abuse from her and  
 15 then the whole bus joined in and the bus driver stopped  
 16 the bus and he got out and he told me if I didn't reign  
 17 it in then I'd be put off the bus. Yeah. He didn't  
 18 tell her to put on her mask and she still sat there with  
 19 her mask off.  
 20 **Q.** Mrs Boswell, you explained in your statement that  
 21 because of your cancer treatment, you were able to  
 22 access some support.  
 23 **A.** Yeah.  
 24 **Q.** But you actually needed more support than that, and  
 25 that's because, it's right, that you were diagnosed with

75

1 **Q.** And you've given a summary of why that's the case.  
 2 **A.** Yeah.  
 3 **Q.** And you put it this way: it's the lack of contact, the  
 4 lack of comfort from others --  
 5 **A.** Yeah.  
 6 **Q.** -- the feeling of vulnerability --  
 7 **A.** Yeah.  
 8 **Q.** -- and life just being so abnormal as a whole.  
 9 **A.** Absolutely, yeah. And lack of information. You know,  
 10 lack of anyone just reaching out to help, and yeah, it's  
 11 just it's -- isolation. Nobody reaches out to help.  
 12 I was very, very fortunate that, like I say, I was in  
 13 for my last thing of radiotherapy and the nurse from  
 14 that day, she actually phoned me just as a follow-up  
 15 call just to see how we were after testing positive, and  
 16 I obviously had to tell her that we'd lost him. And she  
 17 put me in touch with a psychologist too, rather quickly.  
 18 So I was lucky in that respect.  
 19 **Q.** So just moving on, then, to the sort of assistance that  
 20 you did get. You said in your statement that you felt  
 21 very angry --  
 22 **A.** Mm, I still do.  
 23 **Q.** -- sometimes jealous of those that didn't lose someone.  
 24 **A.** Mm, I still do.  
 25 **Q.** You also say that you sort of fell out with people for

74

1 PTSD?  
 2 **A.** Yeah.  
 3 **Q.** In addition to that, there's been a decline in your  
 4 physical health?  
 5 **A.** Absolutely, yeah -- (overspeaking) --  
 6 **Q.** And you would relate that to the stress and the trauma?  
 7 **A.** I do, yeah.  
 8 **Q.** You've mentioned that you did actually start some  
 9 cognitive behavioural therapy. Did that help you  
 10 at all?  
 11 **A.** Yeah, definitely. It's given me a lot of coping  
 12 mechanisms, which I have had to implement today. So,  
 13 yeah, a hundred per cent that did help. Yeah.  
 14 **Q.** You come back at the end of your statement to the idea  
 15 of your husband and you being soul mates, and I know  
 16 you've got some words to say at the end as well.  
 17 **A.** Yeah.  
 18 **Q.** But ultimately you feel that the system has let you  
 19 down, and many things should have kept him safe but they  
 20 did not?  
 21 **A.** Yeah.  
 22 **Q.** You talk about a few things that you dwell on. One of  
 23 them is how he must have felt; and is it right to say  
 24 you worry that he felt abandoned?  
 25 **A.** Yeah. I mean, I try to put myself in his position,

76

1 lying in that bed. He still had thoughts in there. Did  
2 he feel abandoned because he never got to hear our  
3 voices? You know, how afraid was he? You know, just  
4 what was going through his head? Yeah.

5 And that's something that I feel robbed of. You  
6 know, if we were there by his bedside, we could have  
7 talked to him. They say that the hearing is the last  
8 thing to go. Just to know that we were there, but,  
9 yeah, he must have felt so alone.

10 **Q.** And you also say that the rules stopped you from -- you  
11 and your family being with your husband for the last  
12 three weeks of his life.

13 **A.** Yeah.

14 **Q.** But in turn he's not been with you for the big events,  
15 like your son marrying and your first grandchild.

16 **A.** Yeah, yeah.

17 **Q.** So, these sorts of events are bittersweet for you?

18 **A.** Absolutely. Absolutely. There was nothing more than  
19 we wanted was grandchildren. I used to nag our kids,  
20 you know, "When are getting in a relationship so we can  
21 have some children -- grandchildren?" Yeah, he would  
22 have made the most amazing grandad. He would have  
23 spoilt them rotten. But, yeah, very joyous days, but --  
24 my son got married in September last year in Florida,  
25 and they put out a seat next to me which was empty but

77

1 a ventilator and didn't have the strength to talk to  
2 either of them one last time. For the loss of our  
3 children's father, who was their everything. For the  
4 fear, solitude and isolation he must have felt. To  
5 having him gone and not being allowed to see him in his  
6 coffin. Finding out he should have been in the  
7 shielding category after his death. All these things we  
8 are angry about but could do nothing to change. That is  
9 what lockdown rules has taken from us. We have to live  
10 with this every day.

11 **MS RAHMAN:** My Lady, those are my questions.

12 **LADY HALLETT:** Thank you very much indeed, Mrs Boswell.  
13 I can see just how devastating it has been for you.  
14 Obviously, the loss of your husband, your soul mate, but  
15 devastation to have to relive it. But it was so  
16 important.

17 I don't know if you heard Mrs Waterton's evidence  
18 about how -- well, you'll know about this, I'm sure --  
19 some people write off, tragically, those who died in the  
20 during the pandemic, saying, "Well, oh, they were old"  
21 or "They had underlying conditions", and so that's why  
22 it's so important to hear the evidence from someone like  
23 you, your husband was so young.

24 **THE WITNESS:** Yeah, absolutely.

25 **LADY HALLETT:** And it reminds people that, you know, you --

79

1 they had his photo, his photo there.

2 **Q.** The last sentence in your statement comes back to the  
3 issue of the shielding list.

4 **A.** Yeah.

5 **Q.** Is it right that that's the biggest "what if" for you?

6 **A.** Yeah, I think so. Shielding and, yeah, things -- if he  
7 was shielded, things probably would have been -- I can't  
8 say a hundred per cent, because nobody knows, but if he  
9 was shielded and at home, then this probably would never  
10 have happened.

11 **Q.** Thank you very much indeed, Mrs Boswell. I know you've  
12 got some words that you've written and you'd like to  
13 share with us. So, please --

14 **A.** Yeah, if that's okay.

15 He was my reason to wake in the morning. He was my  
16 strength to live each day. He was more than my soul  
17 mate, he was my twin flame, and that's why I feel like  
18 half of me has also died. He was both our children's  
19 dad and best friend.

20 Having him taken away without that personal touch,  
21 talking to him over video call while knowing there was  
22 always someone listening, having my last conversation  
23 with him with people listening, not having that touch or  
24 connection that his family desperately needed for weeks,  
25 having to tell our kids that he was being put on

78

1 I would say this, wouldn't I, given my age, but you  
2 can't just write off people for their age --

3 **THE WITNESS:** Absolutely.

4 **LADY HALLETT:** -- and you can't write off people, just say,  
5 "Oh, it's just Covid." It's just such a tragic loss.

6 **THE WITNESS:** Absolutely.

7 **LADY HALLETT:** You say that you've got coping mechanisms.  
8 No more being brave when you get home from the funeral  
9 and saying you'll be alone. I think you have got people  
10 here to help you. Promise me none of that: I can be  
11 brave, I can cope.

12 **THE WITNESS:** No, no, I've reached out for help for sure.

13 **LADY HALLETT:** All right, good.

14 Thank you very much indeed.

15 **THE WITNESS:** Thank you.

16 **MS RAHMAN:** My Lady, we have another witness, would it be  
17 appropriate to start that witness at this point? That  
18 was the plan.

19 **LADY HALLETT:** Yes, please.

20 Ms Vitté?

21 **MS VITTÉ:** My Lady, please may I call the next witness,  
22 Heather Stewart.

23 **MRS HEATHER STEWART (sworn)**

24 **Questions from COUNSEL TO THE INQUIRY**

25 **LADY HALLETT:** I hope it's not been too awful having to

80

1 wait.

2 **THE WITNESS:** That's okay, thank you.

3 **MS VITTÉ:** Thank you for coming to give evidence today.

4 Can you begin by giving us your full name.

5 **A.** Mrs Heather Stewart.

6 **Q.** Now, Mrs Stewart, you should have in front of you a copy

7 of your witness statement which bears the reference

8 INQ000659969.

9 **A.** There's nothing up on the screen yet.

10 **Q.** There shouldn't be anything on the screen but do you

11 have a copy of your witness statement?

12 **A.** I don't -- I didn't --

13 **LADY HALLETT:** Don't worry --

14 **A.** I'll just get it.

15 **LADY HALLETT:** Don't worry, it's

16 a formality -- (overspeaking) --

17 **A.** Right, I didn't bring it but it's in my walker.

18 **MS VITTÉ:** Don't worry at all, don't worry at all. But you

19 have seen that statement?

20 **A.** Yes.

21 **Q.** And can you confirm that that is the statement you

22 provided for the Inquiry?

23 **A.** It is.

24 **Q.** And in addition, can you confirm that the contents are

25 true to the best of your knowledge and belief?

81

1 **A.** Yes, our tests came back a day later than his.

2 **Q.** And how did your husband's symptoms progress in the days

3 after testing positive for Covid?

4 **A.** Stephen, when he felt unwell at work, although he didn't

5 have the typical symptoms we were told to look out for,

6 he knew there was people in his work who had tested

7 positive and he phoned me from work to say he'd arranged

8 a test, he would go and get tested, come home, and just

9 go straight upstairs to our bedroom and I just had to

10 stay away from him. When his test came back that first

11 night, I slept downstairs on our couch, so that I was

12 staying away from him. When his test came back

13 positive, he stayed up the stairs.

14 My mum then came on and dropped a blow-up bed at my

15 backdoor so that I slept downstairs in the living room

16 and our son was in his bedroom. And we -- we kept

17 separate for that, for the period of our isolation, and

18 it was on day 6 since Stephen tested positive that he

19 took a downturn and his oxygen levels dropped

20 dramatically, and that was the point when I phoned 999.

21 **Q.** And is it right to say that at that stage your husband

22 was then admitted into hospital?

23 **A.** Yes.

24 **Q.** And was that via an ambulance?

25 **A.** Yes.

83

1 **A.** Yes.

2 **Q.** Thank you.

3 Ms Stewart, I'm going to be asking you questions in

4 relation to your husband --

5 **A.** Sorry, can I just say, I'm still Mrs Stewart.

6 **Q.** Forgive me, Mrs Stewart. I'm going to be asking you

7 questions in relation to your husband, Stephen Brown

8 Stewart --

9 **A. (Witness nodded)**

10 **Q.** -- who tragically passed away in hospital as a result of

11 Covid-19 on 19 February 2021.

12 We know from your statement that Stephen, your

13 husband, was 45 years old when he sadly died, and that

14 you had been together for nearly 32 years, married for

15 nearly 26 of those.

16 It's right to say, isn't it, that other than

17 a stent, which your husband had fitted in 2019 as

18 a preventative measure, he was otherwise a fit and

19 healthy man?

20 **A.** Very much so, yeah.

21 **Q.** In your statement you explain that your husband

22 contracted Covid whilst at work.

23 Once you became aware that your husband had Covid,

24 is it right that you and your child Grayson then got

25 tested and you were both also found to be positive?

82

1 **Q.** Turning then to what you and your family experienced

2 once your husband was admitted into hospital, you say in

3 your statement at paragraph 10 that your husband was

4 move to the high dependency unit after around a week in

5 the intensive care unit, and then he was moved on to

6 a ward?

7 **A.** Yes.

8 **Q.** Mrs Stewart, during that time were you able to visit

9 your husband in hospital?

10 **A.** No, and it was not due to me not wanting to be there,

11 obviously, initially, we were still in the isolation

12 period but I would phone the hospital three times a day

13 for an update and only ken or told what his oxygen

14 levels were, and every time I asked to come up and I was

15 always told no, even at the point when he got moved

16 between the different sections, I still wasn't allowed

17 up at all to see him.

18 **Q.** And how were you communicating with your husband during

19 this period?

20 **A.** It wasn't until really he got to the ward that he was

21 even fit enough to reply to a text message. Prior to

22 that -- so the only communication that we had was

23 through phoning in to the ward and them letting him know

24 that I phoned.

25 **Q.** And are you able to provide us with any insights into

84

1 how your husband was coping with being in hospital and  
2 being unable to speak to you?

3 **A.** Well, I'm -- he told me later on that he'd had several  
4 panic attacks, and that was never anything that he'd  
5 experienced before and, again, because of that I asked  
6 could I come up to see him because really it was the  
7 longest time in our life together that we'd ever spent  
8 apart and I knew that just me being there would have  
9 helped to calm him and helped him. And again, I was  
10 still refused to be allowed to go up to the hospital to  
11 visit.

12 **Q.** And no doubt that weighed very heavily on you?

13 **A.** Yeah, the only thing that I was able to do was to go up  
14 and hand in changes of clothes, take away some washing  
15 or hand in some juice or chocolates or whatever. And  
16 I remember him asking for specific sweets about  
17 9 o'clock at night one night, just because he had not  
18 nice tastes in his mouth and things like that. But  
19 again, you weren't allowed to just go up to him. Things  
20 all had to be planned and agreed to go up to drop  
21 things off.

22 **Q.** Okay. I'd like to turn to the events of mid-February,  
23 please. On 14 February, did you receive a call from the  
24 hospital to say that your husband was being taken back  
25 to ICU, as his health had taken a turn for the worse,

85

1 a ventilator?

2 **A.** Yes, so the 14th that year was a Sunday, and on the  
3 Tuesday morning --

4 **Q.** The 16th, I believe?

5 **A.** Yeah -- I was then phoned again and was told by the  
6 consultant that Stephen -- that she had seen Stephen  
7 when he'd initially come into the hospital and she felt  
8 that he was sicker at that point than what he was when  
9 he initially went in. And she said that he was the  
10 sickest person that they had in ICU at that time, and he  
11 was also the youngest person that they had as well.

12 And I was told that they had made the decision to  
13 ventilate him, in order to give him a rest because he  
14 was just exhausted from fighting. They would ventilate  
15 him for a day or two, maximum, kind of, three days, they  
16 were talking, in order for him to have that rest and  
17 just get a bit of energy back again. And that was taken  
18 out my hands.

19 And, again, I asked to go up and see him. That was  
20 denied. They gave me information to go online to do  
21 a video call, because they had iPads in the hospital  
22 ward and the ICU, but the information they passed on to  
23 me only let me go into the neonatal site, and so  
24 therefore I couldn't connect to anything. And I was  
25 grateful that I was -- I phoned to say, "I can't get

87

1 and that he may be ventilated?

2 **A.** I did receive that call about 9.30 in the morning on  
3 Valentine's morning, which now taints every Valentine's  
4 that there is in the future. It takes you back to that  
5 point. And again, I asked could I come up to the  
6 hospital? I was told, "No", and I said I literally  
7 could be there in ten minutes and I was told there might  
8 not be enough time.

9 **Q.** And what information were you given about your husband's  
10 condition at that stage? And what measures were taken  
11 in relation to your husband's treatment at that time?

12 **A.** I was only basically told that he was even struggling to  
13 put two words together, and wasn't really making any  
14 coherent sense, and that they would take him back to  
15 ICU. It wasn't until several hours later that they  
16 phoned me to say that they had discovered he had an  
17 infection and started him on antibiotics, and they would  
18 keep him there and just monitor him closely for the next  
19 day or two, and then hopefully he'd be moved back to  
20 a ward.

21 **Q.** So, your husband wasn't placed on a ventilator on  
22 14 February?

23 **A.** No.

24 **Q.** But did there come a point some days later when you were  
25 informed that your husband would be placed on

86

1 into this site", and one of the nurses had their iPhone,  
2 their personal iPhone, with them, and they were then  
3 able to give that to Stephen, and they phoned my son's  
4 phone, that was also an Apple device, and we managed to  
5 get a very quick, two-minute video call.

6 **Q.** So, the very quick two-minute video call, that took  
7 place before your husband was placed onto the  
8 ventilator?

9 **A.** Yes.

10 **Q.** But is it also right to say that your husband was  
11 wearing what you describe as a hooded mask during that  
12 phone call?

13 **A.** Yes. So he'd had the mask originally, which was a full  
14 hood that was placed over his head, and then progressed  
15 on to like a nasal cannula. But he was back in the  
16 hooded mask again, so therefore you couldn't properly  
17 see him right and you couldn't really talk as much. So  
18 it was just more or less sort of mouthing words to him,  
19 and using hand gestures.

20 **Q.** I was going to ask, Mrs Stewart, in your statement you  
21 do describe that conversation with your husband, and --

22 **A.** Yes, I do.

23 **Q.** And I'm aware that that was the last conversation you  
24 had before he sadly passed away. Are you able to  
25 describe that conversation for the Inquiry?

88

1 A. Yes. So, basically we've obviously said, sort of,  
2 "Love you" and things like that. We weren't expecting  
3 him not to come round from being ventilated. We've said  
4 "Love you", he mouthed it back, and kind of made a heart  
5 sign with his hands. And then my last words to him were  
6 "I'll see you on the other side", obviously meaning when  
7 they woke him up, and not that he wouldn't survive.

8 **LADY HALLETT:** Try having a drink of water.

9 A. And that's still very much to this day haunts me, that  
10 that was my last words to him.

11 **MS VITTÉ:** Are you okay to continue?

12 A. Yeah.

13 Q. The following day, on 17 February, is it right that you  
14 received a phone call asking you to attend the hospital?

15 A. Yes, it was.

16 Q. And in particular, were you told that your husband's  
17 kidneys were not working and they needed to put him on  
18 dialysis? And also were you told that the hospital  
19 could not guarantee at that stage that he would survive  
20 being turned?

21 A. Yes.

22 Q. This would have been the first time you would have been  
23 able to physically see your husband since he left your  
24 home in the ambulance. How did your husband appear to  
25 you when you saw him?

89

1 A. No.

2 Q. I would like to ask you some questions, please, about  
3 the impact of the pandemic on your ability to make  
4 funeral arrangements and the impact that had on your  
5 ability to grieve.

6 In your witness statement you refer to some of the  
7 factors which negatively impacted that experience, and  
8 there were various things that you weren't allowed to  
9 do. I would just like to go through some of those,  
10 please, and ask you to comment --

11 A. Okay.

12 Q. -- as appropriate.

13 Firstly, everything had to be arranged in a digital  
14 way or by phone, as opposed to face to face.

15 A. **(Witness nodded)**

16 Q. How would you describe that experience?

17 A. Well, everything from not being able to go and register  
18 the death, because everything was just done, the  
19 hospital sent things automatically, and then a copy was  
20 sent to me a few days later of his death certificate, to  
21 not being able to, kind of, be there in person and --  
22 and when you were arranging the funeral, normally the  
23 person conducting the funeral would talk to the family  
24 and get a wider picture of that person, and that really  
25 couldn't be done because of the restrictions that were

91

1 A. I only seen the back of his head, because at that time  
2 he had been ventilated and had been put in the prone  
3 position so he was lying face down. So it was his back  
4 that I was seeing. And he was in such a deep coma that  
5 he was basically totally rigid, that he couldn't --  
6 there was no movement to lift an arm or to move his head  
7 or anything. He was very rigid, very solid.

8 Q. We then turn to 19 February, the day that your husband  
9 sadly passed away. Were you able to be with your  
10 husband in those final moments?

11 A. I was, because -- because I had been called up on the  
12 Wednesday, the following day I just took it upon myself  
13 to return to the hospital, because I thought: what are  
14 they going to -- are they going to turn me away at the  
15 door when I'd already been there the night before?

16 I had sat with him. I'd have been called up during  
17 the night of the Wednesday, and to the Thursday, on  
18 three occasions as well, because his blood pressure kept  
19 dropping. And then I sat with him all on Thursday, and  
20 then I was -- I went back up there at half past eight on  
21 the Friday morning, and Stephen passed away at 12.20 on  
22 the Friday morning.

23 Q. So, you were able to be with him, but you say in your  
24 statement you weren't able to speak and you weren't able  
25 to say proper goodbyes?

90

1 in place at the time.

2 So, I still feel that I'd done my best as I could in  
3 the situations, but I don't feel that Stephen got the  
4 funeral that he deserved.

5 Q. You've said that you weren't able to tell the minister  
6 stories of your husband's life?

7 A. Yeah.

8 Q. Stories and memories which the family would have wanted  
9 to be shared at the funeral. And you also explain that  
10 you weren't allowed to take clothes for your husband to  
11 be dressed in, and your family were not able to have  
12 a viewing.

13 And in terms of the funeral itself, you say that you  
14 were only allowed 20 people to attend, and there was no  
15 singing, no wake, and no chance to share stories and  
16 memories.

17 Mrs Stewart, we've heard quite a lot about this over  
18 the past few days. How would you say that impacted your  
19 family's ability to grieve?

20 A. Well, I know that I have -- I've been diagnosed with  
21 PTSD and complex grief syndrome, and I believe that's  
22 because we've not been allowed to follow the normal  
23 grief. Obviously I've never lost a husband before, but  
24 I have lost, you know, other family members that have  
25 been very important in my life, and it was so -- the

92

1 only thing I can say, it was so alienated. You just --  
 2 you know, even being at the funeral, I couldn't get  
 3 a cuddle off anybody. You just felt very alone.  
 4 **Q.** And you've touched on some of the personal impacts,  
 5 Mrs Stewart. You've mentioned the mental health and  
 6 wellbeing difficulties, PTSD, and complex grief  
 7 syndrome; is that right?

8 **A.** Yes.

9 **Q.** But also, you were impacted financially; isn't that  
 10 right?

11 **A.** Very much.

12 **Q.** Would you like to tell us about that?

13 **A.** So, not long before Covid hit, I had -- went through  
 14 a personal experience where I was actually bullied at  
 15 work and ended up resigning from my workplace. So,  
 16 I had only not long started at a new post after several  
 17 years of depression and had started working with  
 18 a mental health charity, supporting other people who  
 19 were experiencing mental health, using my own lived  
 20 experience to do that. So we were only just kind of  
 21 starting to build our savings and things like that back  
 22 up when Covid hit.

23 Losing Stephen was not just an emotional loss, it  
 24 was a financial loss to the family. And having to  
 25 adjust to life when I myself now have been left with

93

1 for example, coming down here for this, I've taken  
 2 annual leave from work from next week to give me the  
 3 time and space to recover from it, so everything has to  
 4 be planned and organised now instead of just getting up  
 5 and going and doing something because you want to. Even  
 6 down to going for your shopping and things like that.  
 7 Everything takes more out. Things that you used to take  
 8 for granted and just do, that doesn't happen now.

9 **Q.** I'd like to ask you about the Scottish Covid Bereaved  
 10 group. You say you found that group on Facebook as  
 11 a means of support?

12 In what ways would you say that that group has  
 13 helped you?

14 **A.** Just having other people there that understand what  
 15 you've went through and understand the struggles and the  
 16 fact that we didn't get to follow the normal protocols  
 17 and things like that that were the normal parts of  
 18 grieving and the normal parts of being with your loved  
 19 one, supporting them in hospital, living -- you know,  
 20 how to start living as a one person now instead of  
 21 a "we", adjusting to that, but just having people who  
 22 had experienced it themselves, it's that lived  
 23 experience that to me is immeasurable. You can't, you  
 24 know, someone else can understand how you're feeling  
 25 without you having to have that spoken word, because

95

1 Long Covid and have a lot of restrictions that that  
 2 causes me in my daily life -- I'm not able to work full  
 3 time. I'm lucky that I have a supportive employer that  
 4 has made adjustments to allow me to continue to work.  
 5 If not, I would be fully reliant on benefits. But even  
 6 at that, it would be nothing in order for me to have  
 7 a life like what I had. So I had to cut my cloth, as  
 8 they say, and make a lot of reductions and -- to be able  
 9 to survive.

10 I thankfully have had family members that were able  
 11 to step in and help me pay off the mortgage for the  
 12 house so that I didn't lose the house that we'd built up  
 13 working towards over the years of our marriage, and  
 14 things; and I lived in a very good area where I had  
 15 a lot of supportive neighbours and things like that,  
 16 that was important for me to be able to stay there and  
 17 maintain that support round about me under the  
 18 circumstances.

19 **Q.** You say in your statement "I have to juggle what I can  
 20 do with what I need to do."

21 **A.** Yeah.

22 **Q.** And does that accurately reflect -- (overspeaking) --

23 **A.** Yes, I have to plan things out because not just the  
 24 mental impact but the physical impact from having Long  
 25 Covid. So I don't do things on a whim any longer. And,

94

1 they've been there themselves.

2 **Q.** Mrs Stewart, to conclude your evidence, there's a short  
 3 paragraph in your statement which perhaps accurately  
 4 sums up your family's experience of losing your husband  
 5 as a result of Covid, if I may read it:

6 "Covid has affected all aspects of my life and it is  
 7 nothing like it was before Covid. All our plans,  
 8 dreams, hopes, are no longer. We have to find a new way  
 9 to live and not just exist."

10 Mrs Stewart, does that accurately reflect how you  
 11 feel?

12 **A.** Very much.

13 **Q.** Thank you very much, Mrs Stewart. Those are all of my  
 14 questions, unless there's anything you want to raise  
 15 before concluding your evidence?

16 **A.** If I could just --

17 **LADY HALLETT:** Do.

18 **A.** -- say.

19 As a whole family, Stephen literally went to work  
 20 and came home. I was working from home at the time. We  
 21 followed every single guideline that the government put  
 22 out, and I still lost him over it. And the reason that  
 23 I'm here today is so that our voices are heard, because  
 24 I do not want anybody else in the future to be in the  
 25 same position that I'd been put in. And also the fact

96

1 that Covid is still here with us. It's very much talked  
2 about as being something that happened in the past, but  
3 there's still people today that will be admitted to  
4 hospital and will still pass away due to Covid, and it's  
5 still very much here and it's not gone, and the people  
6 who are living with the ongoing effects of either Covid,  
7 being bereaved due to it, or living with Long Covid  
8 symptoms, there is just -- there's just no support  
9 there, and I think that is one of the big things that  
10 needs to come out.

11 Support happening ten years down the line is not any  
12 good. The support mechanism needs to be there from the  
13 beginning.

14 **LADY HALLETT:** Thank you very much indeed, Mrs Stewart.  
15 I don't know if you've heard me say to Mrs Boswell, so  
16 many people say that Covid only targeted the elderly and  
17 the frail, and the evidence that you've given and the  
18 evidence that Mrs Boswell gave is just -- it just proves  
19 that they're so wrong.

20 You've obviously gone to a lot of effort to come  
21 down here, given the difficulties you now have because  
22 of Long Covid. I hope you feel it's been worth it?

23 **THE WITNESS:** Very much so. Yeah, as I say, I'm here  
24 because I don't want it happening to anyone else. So  
25 you need to speak up.

97

1 will make a difference for the future, in that things  
2 will be changed.

3 **LADY HALLETT:** Well, we'll all do our very best. And  
4 I gather you've got very good support here with you.

5 **THE WITNESS:** Yes.

6 **LADY HALLETT:** The whole Scottish team have good support.

7 **THE WITNESS:** Yeah.

8 **LADY HALLETT:** So thank you very much indeed for coming.  
9 I'm really grateful to you.

10 **THE WITNESS:** Thank you.

11 **LADY HALLETT:** And we shall break now and return at 1.30.

12 **MS VITTÉ:** Thank you.

13 (12.29 pm)

(The Short Adjournment)

15 (1.29 pm)

16 **LADY HALLETT:** Ms Blackwell.

17 **MS BLACKWELL:** Good afternoon, my Lady. The next witness is  
18 Mrs Rabinder Sherwood. May she be sworn, please.

**MRS RABINDER SHERWOOD (sworn)**

20 **LADY HALLETT:** Thank you for coming along to help us.

21 **Questions from LEAD COUNSEL TO THE INQUIRY for MODULE 10**

22 **MS BLACKWELL:** Will you give us your full name, please.

23 **A.** Yes, that's Rabinder Sherwood.

24 **Q.** Thank you.

25 Mrs Sherwood, I hope you have before you a copy of

99

1 **LADY HALLETT:** I think that's --

2 **THE WITNESS:** And -- (overspeaking) -- hear that.

3 **LADY HALLETT:** Yes, that's a feeling that, ever since  
4 I started talking to the bereaved, back when we were  
5 going around the UK consulting on the terms of  
6 reference, that's the message I got: that what the  
7 bereaved were about was making sure that it didn't  
8 happen in the same way.

9 **THE WITNESS:** We're not being -- here being selfish, we're  
10 doing it because we don't want it to happen. And I was  
11 one of the people that you spoke to at that point as  
12 well.

13 **LADY HALLETT:** I thought I recognised you.

14 **THE WITNESS:** Yes. So, thank you very much to the whole  
15 team for everything -- you know, we do feel that we have  
16 been put at the forefront and always considered and  
17 things -- and also to our legal team and especially to  
18 yourself as well.

19 **LADY HALLETT:** I think your legal team are ... [indicates]

20 **THE WITNESS:** I was looking round the room, I didn't know  
21 where they were sitting. So just a thank you to  
22 everybody -- (overspeaking) --

23 **LADY HALLETT:** The whole of the legal  
24 team -- (overspeaking) --

25 **THE WITNESS:** -- been involved in it. And just hopefully it

98

1 your witness statement. It's at INQ000651047. Please  
2 can you confirm that that is the statement that you've  
3 provided for this module of the Inquiry?

4 **A.** Yes.

5 **Q.** And that it's true to the best of your knowledge and  
6 belief?

7 **A.** Yes.

8 **Q.** Thank you.

9 Mrs Sherwood, you're giving evidence today on behalf  
10 of Covid Bereaved Families for Justice UK, and also on  
11 behalf of yourself.

12 **A. (Witness nodded)**

13 **Q.** Covid Bereaved Families for Justice UK is an  
14 organisation of approximately 7,000 members, all of whom  
15 have lost a loved to Covid-19; is that right?

16 **A.** Yes.

17 **Q.** It began as a campaign founded in March 2020 with the  
18 purpose of learning lessons throughout the pandemic and  
19 in order to save lives; is that right?

20 **A.** Yes.

21 **Q.** As Matt Fowler and Joanna Goodman have explained in  
22 their statements to the Inquiry in Modules 1 and 2, the  
23 organisation came into being following Joanna losing her  
24 father, Stuart Goodman, and Matt losing his father, Ian  
25 Fowler, in April of 2020?

100

1 **A. (Witness nodded)**  
 2 **Q.** And an article was published about Joanna's loss to  
 3 which Matt left a comment and that's how they became to  
 4 be in contact with each other.  
 5 **A. (Witness nodded)**  
 6 **Q.** You have been a member of the organisation since summer  
 7 of 2021; is that right?  
 8 **A.** Yes.  
 9 **Q.** In March 2022 you were appointed operations officer and  
 10 you worked in that role for about ten months --  
 11 **A.** Yeah.  
 12 **Q.** -- during which time you performed various tasks in  
 13 order to, in your words, maintain its survival.  
 14 **A. (Witness nodded)**  
 15 **Q.** And since that time you have remained a member but  
 16 whilst you were acting as operations officer, you were  
 17 the only bereaved member of staff; is that right?  
 18 **A.** Yes.  
 19 **Q.** The organisation has campaigned for the establishment of  
 20 this Inquiry and you describe at paragraph 5 in your  
 21 witness statement how your members have, at every turn,  
 22 fought for lessons to be learned as soon as possible to  
 23 prevent other families from suffering as your members  
 24 have.  
 25 You say that Covid-19 has touched every corner of

101

1 **Q.** The way in which you describe it at paragraph 7 in your  
 2 statement is in these words:  
 3 "The isolation, guilt, confusion, and frustration  
 4 resulting from losing a loved one to Covid-19 is  
 5 something that will take a long time to health."  
 6 And we will go through some of those aspects of your  
 7 evidence.  
 8 The last time you saw your parents was  
 9 Christmas 2019; is that right?  
 10 **A.** Yes.  
 11 **Q.** And then shortly into 2020, news of Covid-19 began to  
 12 arrive. You described, however, there was "no alarm  
 13 from the Government". What did you mean by that?  
 14 **A.** There seemed to be it was something that was happening  
 15 on the other side of the world, it was fine, we'll be  
 16 okay here in the UK, no cause for alarm, we don't need  
 17 to take any measures.  
 18 **Q.** But you as a family did take measures, didn't you?  
 19 **A.** We were absolutely wanting to ensure we protected our  
 20 parents especially. So we'd already -- before the  
 21 official March 23 lockdown, we were already talking to  
 22 them about how, you know, we don't know the root causes  
 23 of this, do start to just not go out as much, don't  
 24 socialise. There's something happening but we're not  
 25 getting clear guidelines from the government, so what

103

1 our communities, and so the members of your organisation  
 2 reflects a broad demographic, united by the aim to learn  
 3 lessons and save lives in this and future pandemics.  
 4 And you say that the organisation continues to campaign  
 5 for, and engage with, devolved inquiries into the  
 6 handling of the pandemic.  
 7 **A.** Yes.  
 8 **Q.** I'm going to come a little later in your evidence to  
 9 look at some of the information which you are able to  
 10 provide to the Inquiry about your members and the  
 11 experiences that they have told you about, but first of  
 12 all, I'd like to ask you about your own experience of  
 13 the pandemic, please.  
 14 **A.** Okay, so I lost my mum and dad in January '21, ten days  
 15 apart, in the same hospital. It's the worst time of my  
 16 life. It's left myself and my family traumatised. And  
 17 it's not -- of course, losing someone is hard, and even  
 18 losing someone in, say, sudden death circumstances is  
 19 incredibly hard. When you lose someone to Covid, when  
 20 you know that they did not get the treatment that they  
 21 deserved, I -- we know that for a fact -- we didn't get  
 22 to say goodbye, they died alone, again, we know that,  
 23 and the circumstances around that, all lead to this  
 24 prolonged grief that me and my family all still feel  
 25 five years later on.

102

1 can we do to protect ourselves.  
 2 **Q.** And you say that your mother particularly struggled with  
 3 the suggestion that she stay at home because she was  
 4 a particularly sociable woman?  
 5 **A.** Absolutely, yeah.  
 6 **Q.** And you say it was difficult to watch your parents as  
 7 they isolated themselves from the world, but you  
 8 believed that that was the best thing for them?  
 9 **A.** Yeah. There's so much guilt as well, and you find  
 10 yourself questioning yourself about anything and  
 11 everything. And it was such a chaotic time, and just  
 12 with a lack of clarity, we all, as a family, just did  
 13 what we thought was best.  
 14 **Q.** And so, once the lockdown arrived or the orders to lock  
 15 down in March of 2020, your parents continued doing what  
 16 they had been doing, but for a couple of months by then?  
 17 **A.** Yes, they tried to continue to protect themselves.  
 18 **Q.** You had what you describe as being a usual call with  
 19 them on Saturday, 2 January of 2021, and during that  
 20 call both of your parents told you that they weren't  
 21 feeling great and that your dad had a temperature that  
 22 hadn't reduced, even though he'd taken medication to  
 23 help him.  
 24 And so you continued to keep in touch over the  
 25 weekend, but your father was taken into hospital on the

104

1 Monday, 4 January, because his position hadn't improved  
 2 had it?  
 3 A. That's right.  
 4 Q. And then after being taken into hospital, were you able  
 5 to speak to your father, to communicate with him?  
 6 A. No. We -- all communication had to be done via the  
 7 doctors and nurses on Dad's ward, which we struggled to  
 8 get hold of a lot of the time.  
 9 Q. I think you had no update at all about his progress for  
 10 the first 48 hours that he was hospitalised; is that  
 11 right?  
 12 A. That's correct.  
 13 Q. And you say that you understand the circumstances would  
 14 have been extremely difficult for the staff.  
 15 A. Yeah.  
 16 Q. But nevertheless, that lack of information caused you  
 17 anxiety.  
 18 A. Of course, yes. We weren't allowed to visit so that was  
 19 our only means of getting any update.  
 20 Q. On 6 January were you told that your father would be  
 21 discharged and that carers were needed to be arranged  
 22 for that to take place?  
 23 A. Yes, that's correct.  
 24 Q. Were you asked to become involved in searching for those  
 25 carers?

105

1 place.  
 2 That didn't happen because he -- they then changed  
 3 their mind on the Monday, the 11th, and then he died at  
 4 some point, we think, on the Tuesday.  
 5 Q. So on 11 January your father was still in hospital?  
 6 A. Yes.  
 7 Q. You'd discovered that he had tested positive for  
 8 Covid --  
 9 A. Yes.  
 10 Q. -- and you then got a call later that day to say that he  
 11 was quickly deteriorating; is that right?  
 12 A. Yes, that was Monday the 11th in the morning, and so  
 13 we'd gone from talking about Dad being discharged, the  
 14 equipment he'd need, getting carers in, to "Oh,  
 15 actually, if you want to see your dad you'd better start  
 16 making the journey", it was two and a half hours away  
 17 from home.  
 18 So my husband and I drove up, and, yeah, where I was  
 19 then shouted and called a superspreader. I explained  
 20 that I'd been asked to come in. I asked what the PPE  
 21 protocol was. I'd never been in a Covid ward. And  
 22 I was told "Well, if you're happy to take my nurses' PPE  
 23 and you'll still be able to sleep at night, go ahead".  
 24 And even then, before I could actually get to my  
 25 dad's bed, I had his doctor in my face telling me, "You

107

1 A. Yes, I had to find carers. There were -- the  
 2 requirements were two sets of carers four times a day.  
 3 And so I spent the rest of that entire day calling round  
 4 all the agencies and whether they would be happy to go  
 5 into a home where it was known that -- so that my dad  
 6 had Covid.  
 7 Q. And was your father discharged from hospital?  
 8 A. No.  
 9 Q. Why not?  
 10 A. The way we found out that Dad had Covid, by the way, is  
 11 it was dropped into conversation by his physiotherapist  
 12 who had been with Dad and seen if he could do steps and  
 13 his ability, what his mobility was like, in order to  
 14 come. He assumed that we knew. We didn't. That was  
 15 the first we'd heard of it. Looking at the medical  
 16 records, actually he was diagnosed 48 hours before but  
 17 we weren't told.  
 18 And when it was dropped into conversation, I asked  
 19 the physiotherapist, "Well, how can it be that Dad can  
 20 come home? Am I even going to be able to find any  
 21 carers that would be willing to come into the house? Is  
 22 this right? Is there no more care that can be done for  
 23 Dad?"  
 24 And I was told that they need the bed and he should  
 25 be able to leave the next day, if we can get the care in

106

1 really need to sign this DNAR." And I still hadn't seen  
 2 Dad at this point.  
 3 Q. And that's a DNACPR letter --  
 4 A. Yes.  
 5 Q. -- to confirm that you were content that --  
 6 A. Yes.  
 7 Q. -- he not be resuscitated in those circumstances?  
 8 Were you able to sit with your father for about an  
 9 hour?  
 10 A. Yeah.  
 11 Q. And you were able to converse with him?  
 12 A. Dad was -- we had a very -- it was a normal  
 13 conversation. As soon as he saw me, he recognised me.  
 14 He asked how I'd got here. I explained that they only  
 15 allowed one person at the bedside, and that's why my  
 16 husband had to stay in the car in the car park. He  
 17 asked about the children, all the grandchildren. He --  
 18 we had a normal conversation.  
 19 This is after the doctor had followed me to Dad's  
 20 bed, and again was then shouting in Dad's face about  
 21 signing this DNACPR, which I had to ask her to step away  
 22 from.  
 23 And yeah, after all that, we did. We just had  
 24 a normal conversation.  
 25 Q. So you found it difficult to accept that his condition

108

1 was being treated as very serious?  
 2 **A.** Absolutely, yeah.  
 3 **Q.** At midnight on 11 January, did your father's doctor call  
 4 to request permission to switch him to end-of-life care?  
 5 **A.** Yes, they did. To which we absolutely remained firm, as  
 6 we had done, that that is not to happen. He's to be  
 7 given all the care and treatment possible.  
 8 **Q.** By this time, had your mother been admitted to the same  
 9 hospital?  
 10 **A.** Yes, Mum had been admitted on Saturday the ninth.  
 11 **Q.** And she had been taken to a ward on the floor below your  
 12 father; is that right?  
 13 **A.** Yes.  
 14 **Q.** And you asked whether they could be placed together, and  
 15 you were told that that wasn't going to happen?  
 16 **A.** Yes, I'd seen it on the news where there was this couple  
 17 in the same hospital, who'd been married about the same  
 18 number of years that my parents had, and they'd wheeled  
 19 their beds together and they were holding hands. And  
 20 I thought: oh, that -- you know, much as it's just  
 21 awful, at least they'd be together. And they laughed  
 22 when I asked for that.  
 23 **Q.** The following morning, on 12 January, your sister called  
 24 the hospital for an update and was advised that your  
 25 father had passed away; is that right?

109

1 And did you decide to tell her or not?  
 2 **A.** We decided that -- well, we'll never know if it's the  
 3 right decision. We decided not to. We were concerned  
 4 it might impact her recovery. You know, she'd been  
 5 married to my dad since she was 19. It's a decision we  
 6 made, but yes, I rethink -- it's one of the many  
 7 decisions we think about.  
 8 **Q.** You say at paragraph 22 in the statement that you  
 9 obtained agreement from the doctors looking after your  
 10 mother that should her condition decline, she would be  
 11 admitted to the ICU for treatment, but by Monday  
 12 morning, that agreement was retracted. Will you tell us  
 13 about that, please?  
 14 **A.** Yes, my sister had conversations and I believe email  
 15 confirmation that should my mum need it, that she would  
 16 be admitted to ICU. They knew at this stage that we'd  
 17 lost Dad. So there was some relief, reassurance that,  
 18 you know, that my mum would at least get all available  
 19 treatment.  
 20 When I went up on Monday, that Monday following that  
 21 weekend, again, before I could even see my mum, I was  
 22 ushered into a small room, this is January of '21, the  
 23 rules were you were absolutely not meant to be doing  
 24 that. I had five frontline medical staff. I asked for  
 25 the meeting to be outdoors, which again, they -- I was

111

1 **A.** That's right.  
 2 **Q.** And she was also told that the next of kin had been  
 3 informed. You only learned about his death through your  
 4 sister, and you were your father's next of kin, and  
 5 should have been informed?  
 6 **A.** I was the next of kin. They -- in one conversation,  
 7 they claimed -- they, the doctors, claimed they'd left  
 8 a voice message. Then another doctor said, "No, no, we  
 9 actually spoke to the next of kin."  
 10 I had no missed calls. Me and my family were not  
 11 sleeping in January '21. We had our phones by our sides  
 12 the whole time, day and night, just waiting to hear  
 13 updates.  
 14 And to hear that they'd spoken to someone, it left  
 15 me wondering: well, have you now told the wrong family?  
 16 Or, indeed, are you even talking about my dad? It led  
 17 to such confusion. Thankfully, my sister was on her way  
 18 up there so she had to go to my dad's bed and confirm  
 19 that they were actually talking about our dad.  
 20 **Q.** Yeah.  
 21 **A.** Very confusing.  
 22 **Q.** And because your mother was still in hospital at the  
 23 time of your father's death, you as a family had to make  
 24 a decision as to whether or not to inform her of your  
 25 father's passing?

110

1 dismissed. And all they wanted to talk to me about was  
 2 "How are we going to get your -- this DNACPR signed?"  
 3 To which I said, "Well, why are we not talking about the  
 4 treatment options? Why are we going straight to this?"  
 5 At the weekend this is what was agreed: that if you're  
 6 saying my mum's got worse, you agreed that she would be  
 7 able to go to ICU. That's when they replied, "That's  
 8 weekend staff. We're the week. They shouldn't have  
 9 authorised that. They wouldn't have said that". So  
 10 they were into a dispute as to who said what, and they  
 11 were just very firm. "Your mum will never go to ICU."  
 12 To which I just couldn't understand why. I asked  
 13 them "Well, what is that -- what is the reason? Is it  
 14 capacity?"  
 15 "No, no, we've got plenty of beds. We're not even  
 16 at 50%."  
 17 "So why not my mum?"  
 18 And I then actually got to see my mum for half an  
 19 hour. And then that's when a janitor told me that  
 20 they're not ... they're not ... "They're not respecting  
 21 your mum being vegetarian, they've been giving her meat.  
 22 But don't worry when I'm on shift I swap the dishes out  
 23 and feed her myself."  
 24 But of course he didn't work every day.  
 25 **Q.** How did that make you feel?

112

1 A. We feared that they weren't getting treatment. We  
 2 feared that even basic rights weren't being ...  
 3 Q. Respected.  
 4 A. -- respected. And then, yeah, to know that for a fact  
 5 was super hard, especially to leave her.  
 6 Q. May I just ask you about something else that happened  
 7 before you left her on that occasion, and it's to do  
 8 with you being provided with a piece of paper with  
 9 a matrix on it.  
 10 A. (Witness nodded)  
 11 Q. What was that, please?  
 12 A. So as I was leaving or asked to leave, an ICU doctor  
 13 said, "You wanted to know the reason why your mum would  
 14 never be admitted to ICU." He sort of threw an A4 piece  
 15 of paper at me. I couldn't read it, it was illegible,  
 16 it was very faint font, it was just -- it was clear that  
 17 they wanted me to leave, so I couldn't ask any further  
 18 questions.  
 19 My husband and I drove home. We then spent hours  
 20 Googling what on earth this piece of paper that meant my  
 21 mum was not allowed ICU. And then at the footnote is  
 22 where we then stumbled across the -- actually, this is  
 23 an appendix to the decision-making matrix that I believe  
 24 all trusts were issued with by the government. So what  
 25 they'd done is because my mum was over 65 -- she was 75,

113

1 funeral?  
 2 A. I think -- yes, by the time we took into account me,  
 3 siblings, my brother, my sister and the grandchildren,  
 4 that didn't leave much room for anyone else. And, yeah,  
 5 it was very small, and in any other circumstances it  
 6 wouldn't have been like that.  
 7 Q. Your family are Sikh, and you say you tried your best to  
 8 honour your religious rituals for both of your parents,  
 9 but that that was problematic. You say that a huge part  
 10 of your culture in general, but particularly following  
 11 a death, is centred around human contact and physical  
 12 support?  
 13 A. Yeah.  
 14 Q. And because of the restrictions that could not take  
 15 place; is that right?  
 16 A. That's correct. So, normally -- and this is all part of  
 17 why I believe, you know, that Covid loss is so unique  
 18 and the grief is so elongated -- we would be in the  
 19 family home. We would have all our relatives come by,  
 20 offering support, talk about them, bringing food, just  
 21 bringing comfort. And that's how it should be been.  
 22 But, instead, we don't know how -- when they died,  
 23 how they died. We don't -- we were just all in our own  
 24 homes, on our own. And then to turn up to a funeral  
 25 with 25 people, mustn't touch, mustn't hug. And then go

115

1 very healthy -- she did have asthma, which was  
 2 controlled -- that equalled no further treatment. Not  
 3 even to be given a chance.  
 4 And it was cruel, especially when they said, "Oh,  
 5 we've got plenty of beds."  
 6 Q. On 22 January, ten days after losing your father, your  
 7 sister received another call from the hospital to advise  
 8 her to travel to the hospital immediately to be able to  
 9 see your mother in time.  
 10 Do you believe that at the time that that phone call  
 11 was made, your mother had already passed away?  
 12 A. We believe that. They don't know the exact times of  
 13 death for either my dad or my mum. And my sister sadly  
 14 saw both my mum and dad after they'd passed. And what  
 15 she described is the only indication was Dad's hand was  
 16 warmer than Mum's. So we believe -- if that the case,  
 17 then we believe that Mum was not with us when my sister  
 18 got the call to jump in the car and come up to see her.  
 19 Q. Following the passing of both of your parents, did you,  
 20 as a family, arrange a double funeral for them?  
 21 A. Yes.  
 22 Q. To which only 25 people were able to attend. And you  
 23 say that this was incredibly difficult, because both  
 24 your mother and your father had huge families. Did you,  
 25 as a family, have to decide who was allowed to go to the

114

1 back to your own respective homes.  
 2 And when Partygate, as it's known -- one example  
 3 I do want to bring up is, on 14 January, there was  
 4 a leaving do of two government colleagues. 14 January,  
 5 my dad had died two days before, my mum was seriously  
 6 ill in hospital, and it's sickening that we went through  
 7 all of that. We went through the funeral. We kept to  
 8 the rules. And to know that -- that was just one  
 9 example of -- the body that created the rules was  
 10 breaking it themselves, is really hard.  
 11 Q. You were denied an open casket for both of your parents.  
 12 And you also talk in your witness statement about the  
 13 five Ks, which is a Sikh ritual, they are religious  
 14 symbols which your mother, you say, wore without fail,  
 15 and when you requested them from the hospital you were  
 16 told no and that they had to be destroyed, bringing  
 17 a significant amount of anxiety to you and your  
 18 siblings; is that right?  
 19 A. That's correct.  
 20 Q. Did you receive any offer of bereavement support  
 21 following the death of both of your parents?  
 22 A. We received nothing from the hospital. There didn't  
 23 seem to be anything available, or made public by the  
 24 government in terms of what to do with all this grief  
 25 and loss, and it's just impossible to bear.

116

1 Q. One thing that we haven't yet touched upon is what you  
2 describe as a further impact on society. You say that  
3 English wasn't your parents' first language, but they  
4 were fairly comfortable with it.

5 And you say that the messaging around Covid-19  
6 nevertheless was confusing for them, and that it needed  
7 translating for them, and that wasn't something which  
8 you feel was given sufficient attention by the  
9 government in their messaging?

10 A. No, it absolutely wasn't. I found it confusing. I used  
11 to do my best in my -- well, I used to speak to them  
12 two, three times a day and -- in trying translate what  
13 the latest messaging was.

14 It particularly stings around -- eventually, one key  
15 message was that BAME people are more likely to have  
16 more negative outcomes if they contracted Covid.  
17 However, it was a statement. No guidance. Nothing  
18 behind that.

19 So, again, it was just down to us as a family to try  
20 to figure out how to keep ourselves safe.

21 Q. Mrs Sherwood, do you believe that the circumstances in  
22 which your parents died, and what happened thereafter,  
23 has led to you suffering from prolonged grief?

24 A. Absolutely. I -- it's just the greatest loss and it's  
25 been the biggest impact to the family. No -- as I said,

117

1 record. It's INQ000659894. Thank you. And to page 23.  
2 "Contributors experienced ongoing and profound  
3 feelings of anger, sadness and guilt that they could not  
4 be with or comfort their loved ones at the end of their  
5 life. Many are devastated that their loved one may have  
6 felt abandoned at the time they most needed support and  
7 love from family and friends."

8 And a bereaved person in England said:

9 "The more I reflect on the fact that I was unable to  
10 visit for the last 10 months of her life, I feel  
11 [incredibly] guilty that she died believing she'd been  
12 abandoned. I feel robbed of being able to say goodbye,  
13 and I'm aware that my mental health has been affected by  
14 my feelings of guilt, anger and sadness, which I will  
15 have to live with forever."

16 And are those sentiments reflected in many of the  
17 stories that you have heard through your group?

18 A. Yes, too -- just too sadly, it's a yes. Those feelings,  
19 the guilt, thinking -- what was their loved ones  
20 thinking? Why wasn't anyone there for them? And  
21 I can't begin to describe the mental health impact it  
22 has had and continues to have. And yes, I've heard,  
23 sadly, so many experiences within the Bereaved Families  
24 for Justice Group on that.

25 Q. Thank you.

119

1 people lose -- people have loss. Sadly, people die.  
2 But if you know that they were given the best treatment,  
3 they were in the best care, and all options had been  
4 exhausted and somebody was with them when they died, all  
5 of that affects your grief because you're stuck. You're  
6 stuck in the -- I relive January '21 pretty much every  
7 single day, and thinking about what we said, decisions  
8 we made, was it right?

9 And it's ... yeah, it's elongated for that reason,  
10 for the fact that there is no Covid-specific support  
11 available. The fact that people move on, even people's  
12 language. "Isn't it great? We can go on holidays  
13 again."

14 We Covid bereaved cannot move on, and the only thing  
15 now -- we've lost our loved ones -- the only thing is  
16 how can we ever make sure nobody else will go through  
17 this? Because it's incredibly painful.

18 Q. Well, may we turn to look at some of the information  
19 that you've provided to us in your witness statement  
20 that reflects upon others in your group and then we'll  
21 return back to allow you to make whatever comments you  
22 want to about your own circumstances at the end,  
23 Mrs Sherwood.

24 A. Yes.

25 Q. So let's, please, look at our Every Story Matters

118

1 Let's scroll down to page 24 and look at three other  
2 reflections, please.

3 Firstly, a bereaved aunt from England:

4 "My inability to have spent any time with my sister  
5 at the end of [my niece's] life or after she died, to  
6 actually see her, for me personally, that was very, very  
7 distressing. I still don't feel like I was able to say  
8 goodbye in any shape or form, and still, 5 years on, I  
9 am so emotional about that ... I think others, they have  
10 very quickly forgotten the things that we weren't  
11 allowed to have available ... when I say to people now,  
12 it's like, 'Oh, I didn't realise. Oh, I'd forgotten  
13 that.' And I think that's the danger [if] we don't  
14 capture these things ... we must never, ever put people  
15 in that position again."

16 And further down, please. Thank you.

17 "Bereaved people said that their inability to visit  
18 dying loved ones meant that they carried long-term guilt  
19 about not being able to do more for their loved one."

20 A bereaved friend from England said:

21 "She died without me seeing her and I could not go  
22 to her funeral. She must have felt abandoned and I am  
23 sure the isolation contributed to her rapid decline."

24 "As the pandemic went on, some bereaved people were  
25 able to visit their loved ones in hospitals, hospices,

120

1 and care settings before they died. Visits were often  
2 through a window, or while wearing PPE. This was  
3 heartbreaking for both the loved ones and the visitors.  
4 It felt impersonal and cold and often added to feelings  
5 of anger and guilt for contributors."

6 A bereaved daughter from England said:

7 "I was then not allowed to visit until they felt she  
8 was imminently about to die and to visit once to say  
9 goodbye. She was barely conscious and didn't recognise  
10 me with all my double mask on etc. I ended up actually  
11 seeing her twice as she lasted longer than they had  
12 thought, but basically she was dying in a room on her  
13 own for 3 weeks with no one she loved there to hold her  
14 hand and talk to her. I really struggle with this and  
15 the guilt even though I had no power to change the  
16 rules, I feel a lot of anger that this was allowed to  
17 happen. It is not humane. And not logical as if I was  
18 all masked up, why couldn't I go in every day."

19 Is there a feeling amongst your group that the  
20 messaging and the rules that were being imposed were  
21 illogical and certainly not consistent across different  
22 hospitals and care homes and other places?

23 A. Yeah, I certainly heard that across the country there  
24 was not consistency. It could be a care home in one  
25 region would differ from another. Similarly, hospital

121

1 Q. And in terms of long-term emotional consequences and  
2 trauma, let's just look at a couple of examples of this  
3 in the record, please.

4 At page 84, in the pink box, "Contributors told us",  
5 please, if we can highlight that. Thank you.

6 "Contributors told us how they continue to live with  
7 their grief and how this is often triggered by  
8 discussions of the pandemic with friends and family, or  
9 in the news."

10 A bereaved daughter from England said:

11 "'It was a very, very traumatic time, yes. When  
12 people say it's nearly 5 years on, it feels as though it  
13 was yesterday ... Any time anybody mentions, you know,  
14 anything that happened, it's still so raw.'

15 "They told us how painful it had been to see society  
16 move on and attempt to downplay the impact of the  
17 pandemic. This has left many feeling isolated in their  
18 grief."

19 And if we can go to page 73, please, and highlight  
20 the final quote on that page. This is from a bereaved  
21 daughter in England:

22 "Well, I did, you know, I have a few close friends  
23 who [did] phone and message and things like that, but  
24 usually people come and visit you and you have that  
25 community around you. That wasn't there during Covid at

123

1 trusts as well. Which, of course, again, was so  
2 distressing. That if I -- it was -- it's like  
3 a postcode lottery, that had they been living in  
4 a different region, they may well have been able to  
5 visit their loved ones.

6 Q. Thank you.

7 Let's scroll up to page 23, please, and highlight  
8 the final quote on that page.

9 "I think the most heartbreaking thing for us was  
10 that he passed away on his own, alone, and we don't know  
11 if he was in pain, if he wasn't in pain, or what was  
12 happening. I mean, it just feels unknown, and it has  
13 affect us a lot, to be honest. My mum, especially, she  
14 went through depression after."

15 And that, again, reflects your experience of simply  
16 not knowing what happened to your parents at the time  
17 that they were dying?

18 A. No. No. And I can't -- I have read through every  
19 single page of both of their medical records. It's  
20 contradictory. It describes how I, as next of kin,  
21 agreed to a DNACPR. Then actually, on the medical  
22 records, that it hadn't been agreed. Just ... to get to  
23 the truth now is impossible. And, again, that does not  
24 help with thinking about the lack of care that they had  
25 and subsequent grief that we all feel.

122

1 all ... it was isolated, you felt so isolated. On your  
2 own. Really, really lonely. Because you miss it  
3 because you know what happens, you know that, you know,  
4 if people die within your family network, people come to  
5 your house every day, until they got on your nerves  
6 because they're coming every day."

7 But that level of support was simply not possible,  
8 was it, during the pandemic?

9 A. It wasn't possible because we were told to stay in our  
10 bubbles, not to socialise, not to mix, and we followed  
11 those rules.

12 Q. Thank you.

13 In terms of the inability to follow mourning  
14 rituals, could we go to page 41, first of all, please,  
15 in the record, and highlight the pink box at the top of  
16 the page:

17 "Contributors also discussed how painful it was that  
18 their loved ones did not have funerals, burials,  
19 cremations or other end-of-life ceremonies that were in  
20 line with their wishes, religion, or cultural heritage.

21 "They emphasised the continuing anguish and regret  
22 among bereaved people because there was no way to get  
23 these experiences back. They said this has exacerbated  
24 their grief and led to feelings of unresolved sadness  
25 for many."

124

1 A bereaved son said:

2 "The fundamental thing is that the ones who died  
3 didn't get the funeral they would've had under normal  
4 circumstances, you know, in terms of what was in the  
5 funeral, people who would've come and taken part. That  
6 was denied [to] them."

7 And finally, on this topic, please, if we can go to  
8 page 40 and highlight the second quote on the page.

9 A bereaved grandson said:

10 "With my grandad we couldn't even put any clothes on  
11 him, he was just wrapped around a rag and put in a box  
12 and that, you know, was very hard, because then you'd  
13 want to, say, at least get clothing for your loved one  
14 for the last time before they get buried. You want them  
15 to be buried, probably, wearing, like, a shirt and tie  
16 or something like that. A suit or something,"  
17 underlining the importance of being able to bury your  
18 loved one in the manner in which you think is fit and  
19 proper.

20 A. Yeah.

21 Q. And what about the option of holding some sort of  
22 religious ceremony afterwards? Would that have plugged  
23 that gap that had arisen because you weren't allowed to  
24 do those things at the relevant time, or once the moment  
25 had gone, was that something, an absence that you have

125

1 experience in the type of grief that Covid had caused  
2 and the loss that people had suffered as a result of  
3 losing a loved one to Covid.

4 And you say group members also expressed concerns  
5 about the waiting lists --

6 A. Yes.

7 Q. -- and the impact of inequalities in accessing support.

8 What sort of information did you receive about  
9 inequalities in your members being able to access  
10 support?

11 A. So, a common theme within the group has been the fact  
12 that when indeed you could access support of some  
13 description, and it was mostly remote, so either audio  
14 or video call, even when rules were lifted it was still  
15 difficult to get in-person counselling.

16 The counselling team were just not equipped to deal  
17 with, and help, therefore, our members who are going to  
18 them with this grief, with having lost their loved one,  
19 gone through such a traumatic time, that when indeed  
20 they could access it, it just wasn't appropriate. And  
21 so you're just really left feeling so lonely. And,  
22 fortunately, we in the group have each other, which has  
23 been amazing, brilliant. But we are all questioning  
24 that what -- why is there nothing available to us? Why  
25 have we just been left?

127

1 to live with forever?

2 A. We did have a religious event some time later on when  
3 rules were lifted and we were allowed to do so.

4 Q. Yes.

5 A. It's just not the same, you know, it's not the spiritual  
6 way that -- how my parents would have wanted their  
7 funerals to be. They were very religious. They went to  
8 the Gurdwara every day, and to think that, again, part  
9 of the guilt that we carry, we just couldn't give them  
10 the funeral that they would have wanted.

11 Q. Bereavement support for members of your group. You tell  
12 us at paragraph 53 that:

13 "Members of [the group] experienced very poor  
14 emotional support following the loss of their loved one  
15 in a variety of ways."

16 You say:

17 "Many noted that the way they were treated by  
18 hospitals [and] undertakers could be cold and lacked  
19 compassion, which made them feel additionally isolated  
20 in their grief."

21 Is that right?

22 A. Yes.

23 Q. And you say that access to professional bereavement  
24 support was not often available, due to resources, and  
25 if there was, there was a lack of training and

126

1 It just feels that the pandemic happened and people  
2 are just so desperate to move on. And I wonder if  
3 that's why, then, those support organisations aren't set  
4 up. But what do we, as Covid bereaved, do then in the  
5 absence of that? It's extremely difficult.

6 Q. You describe at paragraph 56 of your statement Alison's  
7 experience, and you say that:

8 "[She] now suffers from PTSD from the trauma of the  
9 pandemic and the loss of her mother Jane ..."

10 You say:

11 "She has long term depression and anxiety and has  
12 been prescribed antidepressants to enable her to get  
13 through the day. She has needed to arrange counselling  
14 and talking therapy to feel some normality and to gain  
15 some confidence back. [She] notes that the pandemic has  
16 also affected her children, it caused them to become  
17 more isolated from friends and caused distress to their  
18 education."

19 And let's, please, finally on this point, go back to  
20 the Every Story Matters record, and down to page 15, and  
21 highlight two paragraphs on that page. Thank you.

22 "Others found bereavement support through  
23 signposting online, for example one member found  
24 a bereavement support service for her and her mother  
25 through the Covid-19 Bereaved Families for

128

1 Justice Facebook group."  
 2 And your organisation said, or she said:  
 3 "I think [I found support through] Facebook ...  
 4 I knew she needed to talk to someone. Sudden [a charity  
 5 supporting those experiencing sudden deaths] were really  
 6 good, she was taken up in two weeks. They prioritised  
 7 her quite rightly, and I was on the list further down."  
 8 Is one of the important pieces of work that your  
 9 group does to signpost people to help them to access the  
 10 sorts of support that they might specifically be  
 11 requiring?  
 12 **A.** Yes, indeed, because we know how difficult it is. It's  
 13 not as simple as doing a Google search. So, where we  
 14 can, organisations that we've used that are -- you know,  
 15 some are better than others, they do differ, yes, we do  
 16 help our members and signpost them.  
 17 **Q.** The financial impact of bereavement. Is this something  
 18 about which your members have told you their stories and  
 19 described how difficult they have found coping following  
 20 the death of a loved one who perhaps was the main  
 21 breadwinner in a family?  
 22 **A.** Yeah, absolutely. It's just -- just heartbreaking  
 23 stories, where it is the main breadwinner, perhaps, who  
 24 has died from Covid, and left a family, a wife,  
 25 children, normally -- you know, again, they're not given  
 129

1 by, it's got harder and harder ... I'm two months away  
 2 from losing everything. I've sold the house and am  
 3 [now] downsizing."  
 4 "Some told us they received bereavement support  
 5 payments from the government following the death of  
 6 their partner. Whilst this helped bereaved families,  
 7 those who received it said the support did not last long  
 8 enough and was not enough to meet their needs. Many  
 9 still faced significant financial strain and had to rely  
 10 on friends and family for support."  
 11 A bereaved wife said:  
 12 "I'm still struggling with losing my husband at 31.  
 13 I have had huge stress trying to manage financially to  
 14 maintain my house and take care of my daughter. I am  
 15 not entitled to any benefits as my house is owned  
 16 (mortgaged) and bereavement support only lasts 18  
 17 months."  
 18 And then finally:  
 19 "My dad had to help me financially because the  
 20 government's bereavement support didn't touch the sides  
 21 of the rapidly growing bills."  
 22 So we seemed to be seeing there that even those who  
 23 could access support felt that it wasn't enough?  
 24 **A.** Yes.  
 25 **Q.** Yes, thank you.

131

1 any support. They're not given where to go, what to do,  
 2 what are their options available to them? So, as well  
 3 as coping with the death of their spouse and thinking  
 4 about the children and just trying to keep a roof over  
 5 their heads, they're now having to think how they're  
 6 going to address this financial gap. It's awful.  
 7 **Q.** And let's look at another reflection along the same  
 8 lines, please, at the Every Story Matters record and  
 9 page 76, please.  
 10 "Many people told us that the death of a loved one  
 11 brought long-term financial strain, especially when the  
 12 main income earner died. Some described how stressed  
 13 and anxious they were about paying their bills and  
 14 taking care of their families. Loss of income has had  
 15 an ongoing and life-changing impact on some bereaved  
 16 people.  
 17 "He was the main breadwinner in our family which  
 18 put tremendous financial strain on me and caused extreme  
 19 anxiety with how to keep a roof over mine and my  
 20 children's heads. My partner didn't leave a will and  
 21 being unmarried meant that I've had to deal with the  
 22 probate system which has added further stress to me."  
 23 Then a bereaved wife from England:  
 24 "When [my husband] died, I lost not only the love of  
 25 my life, but also a breadwinner. As the years have gone  
 130

1 You tell us in your witness statement about  
 2 difficulties experienced by your members in relation to  
 3 accessing information following the death of their loved  
 4 one and also being able to be involved in the  
 5 investigative mechanisms or processes that might follow.  
 6 Did you hear from your members that there was often  
 7 a difficulty persuading a hospital to provide the  
 8 relevant notes and records of their loved one's death?  
 9 **A.** Absolutely, it was -- whether it was during their stay  
 10 there or after the event, it was yet another battle to  
 11 get, actually, what's rightfully theirs, and this is,  
 12 I guess, another common theme, that it was so hard  
 13 losing anybody, and then to try to get access to what is  
 14 quite within their rights to, is -- just adds more  
 15 trauma to all of us who are bereaved.  
 16 **Q.** You mentioned towards the beginning of your evidence  
 17 about the hospital records relating to both your mother  
 18 and your father?  
 19 **A.** Yeah.  
 20 **Q.** Did you manage to obtain those from the hospital?  
 21 **A.** I did, but it was very difficult, and it took several  
 22 calls, emails, but I was determined to get them, and --  
 23 eight months it took, that year.  
 24 **Q.** And did you discover, once you'd had the records and you  
 25 were able to consider their content, that some of the

132

1 information that you'd been provided with at the time of  
2 your mother and father's death did not seem to be borne  
3 out by what was in the records?

4 **A.** Yes, I started to read my dad's, and when I came across,  
5 on 11 January, "Could not reach daughter", 12 January,  
6 early in the morning, "Still can't reach daughter, will  
7 keep trying", I got so angry, I didn't -- I wasn't in  
8 the mindset to read -- continue reading. It was lies.  
9 No, they did not.

10 And the fact that this is a legally binding  
11 document, this what should be, to families, what they  
12 can refer to, to understand what the care was like for  
13 their loved one -- we weren't allowed to visit, limited  
14 details from the medical staff. So the medical records  
15 were super important, because perhaps that may provide  
16 some reassurance. It did the opposite.

17 There was so much contradictory information. The  
18 fact that "Daughter had agreed to DNACPR", on Dad's  
19 discharge sheet "No DNACPR has been agreed", the fact  
20 that when dad was admitted he needs to be in an  
21 isolation room -- which I only discovered when I looked  
22 through the medical records -- he was never put into an  
23 isolation room.

24 There was just -- the fact that on Mum's medical  
25 records they -- there's an entry about "Spoke to Sucha

133

1 **Q.** The Inquiry has received evidence from the Chief Coroner  
2 about the manner in which inquests and the coronial  
3 system changed during the pandemic, and that is  
4 reflected in what you tell us at paragraph 44 in your  
5 [sic] witness statement. You say:

6 "Many inquests had to be adjourned, particularly  
7 complex cases and those requiring juries, although some  
8 urgent hearings did go ahead."

9 For those members of your organisation.

10 Restrictions were later eased, but there was,  
11 of course, by that time a backlog of inquests. Did your  
12 members report to you that they had had difficulty,  
13 first of all, persuading a coroner to hold an inquest in  
14 certain circumstances? And secondly, even if that was  
15 successful, in making sure that the inquest eventually  
16 took place?

17 **A.** Absolutely. It was, again, just another battle and yes,  
18 they faced long delays. I think -- I believe some are  
19 still waiting.

20 **Q.** Finally, I'd like to turn to lessons learned which you  
21 set out at paragraph 61 in your witness statement. You  
22 say that your organisation invites the Inquiry to make  
23 recommendations in the following areas based upon  
24 widespread experiences of your group: the development of  
25 a framework or guidance to ensure proper communication

135

1 for -- at some length, the daughter", well, that's my  
2 mum's husband. That was my dad's name. So they  
3 couldn't even -- we couldn't even have an accurate  
4 account as to who was talking to who and when and what  
5 about. It feels very much as if they were written after  
6 the event with their best memory. I -- it's been  
7 incredibly hard. It's taken me five years to actually  
8 pick them up again and read them, but I wanted to do  
9 that ahead of today. And, sadly, it was upsetting,  
10 because there's just such contradictions and, sadly,  
11 untruths in there.

12 **Q.** In terms of others in your group, you tell us at  
13 paragraph 57 that just under half of your group,  
14 that's 49%, said that they had issues relating to  
15 accessing information, and significant numbers raised  
16 concerns about hospital complaints systems, that's 40%,  
17 and access to medical records, 34%.

18 And as a result of this, members who had experienced  
19 those difficulties felt as though they had lost control  
20 and they had let their loved ones down.

21 So, that demonstrates, does it not, the impact on  
22 somebody of not being able to get the answers to the  
23 questions that they have?

24 **A.** Absolutely. Just -- as I said, it just adds to the  
25 trauma, it adds to the grief and it adds to the guilt.

134

1 with family members during end-of-life care; better  
2 planning for clear and consistent guidance throughout  
3 all regions of post-death procedures; better planning  
4 and consideration of religious and cultural procedures  
5 during the decision-making process; the development of  
6 bereavement counselling following a death in a pandemic  
7 or a national health emergency; consideration of the  
8 long-term impact of Covid on bereaved children; and  
9 a higher level of planning to mitigate the social stigma  
10 that some believe is attached to bereavement during  
11 a pandemic; and finally, stringent enforcement of  
12 restrictions on official personnel.

13 Mrs Sherwood, thank you very much. Is there  
14 anything else that you would like to add to that list or  
15 anything else that you would like to say to my Lady?

16 **A.** I would like to say about, I guess, now this is  
17 Module 10 and there has been two interim reports, module  
18 reports, that have been released. Module 3 will, I  
19 believe, should address the need for proper  
20 communications, as you say, for lessons learned. If  
21 I could ask for that to be robust recommendations,  
22 please, so that we don't have, you know, any families  
23 being treated the way we were, as we were just  
24 describing.

25 And also, I guess it's about the promises I first

136

1 heard, your Lady, your promises, I met you, 22 March, at  
2 Belfast Hastings Hotel where you heard from some of our  
3 group members of their experiences, and just picking up  
4 on some of the promises there that the bereaved would be  
5 at the heart of the Inquiry, the Inquiry would be fair  
6 and thorough, and the interim reports would be released  
7 asap.

8 Please may I ask that to be demonstrated, to be  
9 upheld and available to the timeline. I believe  
10 Module 10 will be in the first half of next year.

11 We've just been let down, and our loved ones, for so  
12 long. Please just help us process what's happened and  
13 avoid anyone else going through just the unmeasurable  
14 pain, we, the bereaved have, by learning from the  
15 mistakes that we paid for with the ultimate price. So  
16 anything that can be included in your reports would be  
17 much appreciated.

18 **LADY HALLETT:** It has always been my aim, Mrs Sherwood. Of  
19 course I'll do my very best. I've always said I wanted  
20 to reduce suffering and stop people going through what  
21 you and your family have gone through, if at all  
22 possible.

23 As I've said to a number of witnesses, once I've  
24 made my recommendations, I'm afraid it's over to the  
25 decision makers to implement them so we'll all have to

137

1 (2.45 pm)

2 **LADY HALLETT:** Ms Blackwell.3 **MS BLACKWELL:** My Lady, the next witness is  
4 Ms Rivka Gottlieb. May she be sworn, please.5 **MS RIVKA GOTTLIEB (sworn)**6 **LADY HALLETT:** I hope you've been well looked after while  
7 you've been waiting.8 **THE WITNESS:** I have, thank you.9 **LADY HALLETT:** A difficult time for you, I know.10 **Questions from LEAD COUNSEL TO THE INQUIRY for MODULE 10**11 **MS BLACKWELL:** Will you begin, please, by giving us your  
12 full name.13 **A.** Rivka Gottlieb.14 **Q.** Thank you, Ms Gottlieb.15 You should have before you a copy of your witness  
16 statement. It bears our reference INQ000659978. Please  
17 can you confirm that is the statement you have provided  
18 to the Inquiry.19 **A.** It is.20 **Q.** And that it's true to the best of your knowledge and  
21 belief?22 **A.** It is.23 **Q.** Thank you.24 Ms Gottlieb, you've come today to tell us the story  
25 of your father and his sad passing, and to explain the

139

1 try to keep the pressure up on them.

2 Thank you very much, indeed, for coming today and  
3 for your help, and for coming to the meeting back in --  
4 was it March '22?5 **THE WITNESS:** 2022, yeah.6 **LADY HALLETT:** It does seem a very long time ago.

7 I hope you haven't found it too distressing.

8 **THE WITNESS:** I'd like to say thank you for taking the time  
9 and inviting me and for listening. Thank you.10 **LADY HALLETT:** Not at all. And I think you have some  
11 support as well?12 **THE WITNESS:** I do. I have my sister and sister-in-law  
13 here.14 **LADY HALLETT:** Well, I'm delighted that you have the  
15 support. I suspect, looking at them, they may need  
16 support as well, so maybe you can at least hug each  
17 other. Thank you very much indeed.18 **THE WITNESS:** Thank you.19 **MS BLACKWELL:** My Lady --20 **LADY HALLETT:** Right, would you like me to break now?21 **MS BLACKWELL:** Yes, I think so. Thank you very much.22 **LADY HALLETT:** Very well, I shall return in a quarter of an  
23 hour.

24 (2.28 pm)

(A short break)

138

1 impact that that has had on you and your family.

2 Your father Michael died from Covid-19 on  
3 17 April 2020. He was 73 years old. And you describe  
4 him at the time of his death, or just prior to his  
5 death, as having been in reasonably good health.6 **A.** Yes.7 **Q.** He was semi-retired. You tell us that he was working  
8 part-time at Muswell Hill Golf Club in North London.9 **A.** Yes.10 **Q.** He was teaching children at your synagogue, and he was  
11 also an exam invigilator; is that right?12 **A.** Yes.13 **Q.** You describe him as kind, generous, warm and funny, and  
14 as a people person who was always ready to crack a  
15 joke --16 **A.** Yes.17 **Q.** -- is that right?18 In early March of 2020, you say you saw the  
19 devastating scenes that were happening in Italy and  
20 Spain and believed that it was only a matter of time  
21 before Covid came to the UK and indeed it did. You say  
22 you tried to protect your parents and advised them not  
23 to go out, but your father insisted that as long as he  
24 followed government advice, which at the time was simply  
25 to wash hands, he would be fine.

140

1 **A. (Witness nodded)**  
 2 **Q.** And about a week before the first national lockdown  
 3 Muswell Hill Golf Club told him to stop coming to work  
 4 because he was over 70?  
 5 **A.** Yes, they were concerned because, as we all knew at the  
 6 time, it was affecting older people more and they wanted  
 7 to protect him.  
 8 **Q.** How did he feel about being told to stay at home?  
 9 **A.** He was not happy at all. He was very much a people  
 10 person and very social, and although he wasn't able to  
 11 go to work in that last week, he was out and about,  
 12 going to the shops, doing the sort of normal things and  
 13 taking the precautions that he thought he should be  
 14 taking.  
 15 **Q.** Yes. You say that he had rheumatoid arthritis, which  
 16 you later found out was a pre-existing condition that  
 17 would put him at increased risk --  
 18 **A.** Yes.  
 19 **Q.** -- but you didn't know that at the time.  
 20 **A.** We didn't know that at the time and I think if we had  
 21 known that, it would have made a bit of a difference to  
 22 his level of caution.  
 23 **Q.** He first began to show symptoms of Covid-19 on 22 March  
 24 2020, which of course was the day before the first  
 25 national lockdown was imposed.

141

1 was a family friend who's a doctor, a friend of my  
 2 brother's, who coached us on what to say in order to get  
 3 the paramedics round to examine him, and when they  
 4 examined him, they put him straight into the  
 5 ambulance -- and he walked to the ambulance so we fully  
 6 expected him to come home -- and took him into hospital.  
 7 **Q.** Just going back a little bit if I may.  
 8 **A.** Yes.  
 9 **Q.** He lived with your mother, didn't he?  
 10 **A.** Yes.  
 11 **Q.** But they were being really careful between the two of  
 12 them --  
 13 **A.** Yes.  
 14 **Q.** -- not to have too much contact between them?  
 15 **A.** They were in separate rooms, and my mother was taking  
 16 him food on a tray, but somehow she still managed to  
 17 catch it, and she was hospitalised two days after he  
 18 was.  
 19 **Q.** Before he went into hospital, was he scared?  
 20 **A.** Terrified.  
 21 **Q.** And your mother too?  
 22 **A.** Yes.  
 23 **Q.** He was admitted to hospital on 31 March, and you say  
 24 that he was initially given oxygen --  
 25 **A.** Yes.

143

1 And his GP practice told him to call NHS 111 for  
 2 some advice, which he did, you say repeatedly.  
 3 **A.** It was very difficult to get through, it would take  
 4 hours to get through, and we have heard in other modules  
 5 the problems with the NHS 111 service. The other  
 6 problem was that it was a script that he was -- his  
 7 condition and his age and his health was not taken into  
 8 account. He was simply told "Stay at home, take  
 9 paracetamol", and that's it. That was the advice that  
 10 was given.  
 11 **Q.** Over the following ten days did his symptoms worsen?  
 12 **A.** His symptoms deteriorated. They followed the pattern of  
 13 what we were reading in the news about, and we were  
 14 looking it up. It was horrifying, it was terrifying.  
 15 He knew that he had Covid. He knew he had all the  
 16 symptoms although there was no testing at the time.  
 17 And his temperature would go up and down, he  
 18 couldn't -- he was coughing so much that he couldn't  
 19 really speak so we were mostly texting, we weren't  
 20 really able to speak much on the phone because he just  
 21 couldn't speak and breathe. And the weird thing about  
 22 Covid, as we know, is that your energy levels will sort  
 23 of go up and down, so one day he seemed fine and then  
 24 there was a decline.

25 But when we eventually did get medical attention, it

142

1 **Q.** -- and put on a CPAP machine. And when those didn't  
 2 sufficiently help, he was sedated and placed on  
 3 a ventilator on 3 April?  
 4 **A.** Yes.  
 5 **Q.** And your last contact with him was via WhatsApp on  
 6 a chat message?  
 7 **A. (Witness nodded)**  
 8 **Q.** Because he found it very difficult to speak because of  
 9 the coughing?  
 10 **A. (Witness nodded)**  
 11 **Q.** And so he was able to text you?  
 12 **A.** Yes.  
 13 **Q.** Were you allowed to visit him?  
 14 **A.** No.  
 15 **Q.** How did you find that, as a family?  
 16 **A.** At the time, we completely understood, because this was  
 17 an infectious disease, and people were dying, and the  
 18 precautions made sense. What didn't make sense to us,  
 19 as a family, was that these precautions hadn't been put  
 20 in place earlier. And actually, the findings of the --  
 21 of Module 2 really were extremely relevant to us,  
 22 because my father is one of those people who could have  
 23 been saved had the lockdown happened a week earlier.  
 24 **Q.** And the day before your father was placed on  
 25 a ventilator, your mother was admitted to hospital, on

144

1 2 April, wasn't she?  
 2 A. Yes.  
 3 Q. Although they were on the -- in the same hospital --  
 4 A. Yes.  
 5 Q. -- they were not on the same ward?  
 6 A. No.  
 7 Q. They were not allowed to speak to each other or to spend  
 8 any time with each other?  
 9 A. I don't know exactly what happened, but they were in  
 10 completely separate areas, and my father was taken to  
 11 ICU the next day anyway.  
 12 Q. Right. You say that that week you thought you might  
 13 lose both your parents and you describe it as a dark and  
 14 terrifying time. You were telephoning the hospital for  
 15 updates, and you were getting updates from the hospital,  
 16 and you were scared every time the phone rang. You --  
 17 A. So my brother was the person who was in touch with the  
 18 hospital, and he got an update roughly once every  
 19 24 hours for each of them. And yes, every time the  
 20 phone rang, I was expecting bad news. You know, it  
 21 was ... it was a couple of weeks of being on high --  
 22 high alert. It was very surreal and very frightening.  
 23 Q. Your mother was unable to eat due to her symptoms, which  
 24 severely affected her?  
 25 A. Yes.

145

1 and that we were not able to be with him.  
 2 Q. You say you made the agonising decision that neither you  
 3 nor your brother would attend, in the knowledge that  
 4 your father was unconscious, and that you were not  
 5 offered a video call?  
 6 A. Not as far as I can recall, no.  
 7 Q. No. The following day your brother was told that your  
 8 father had died shortly after the life support system  
 9 had been reduced --  
 10 A. Yes.  
 11 Q. -- not even turned off?  
 12 A. Yes.  
 13 Q. And your brother phoned you --  
 14 A. **(Witness nodded)**  
 15 Q. -- to let you know, and then you spoke to your mother  
 16 or --  
 17 A. Yes. And my mother still -- is still traumatised by the  
 18 fact that no one was with her when she was told the news  
 19 that her husband had died.  
 20 Q. You say that despite expecting the news for a few days  
 21 before it arrived, you were all in shock when the  
 22 information was passed to you?  
 23 And you say that your parents had been married for  
 24 52 years, and that your mother has repeatedly told you  
 25 since that he, your father, was her best friend?

147

1 Q. Eventually she was allowed to return home, wasn't she?  
 2 A. Yes.  
 3 Q. But you describe her as being extremely weak and in so  
 4 much pain that she had to crawl up the stairs to get  
 5 into bed?  
 6 A. Yes. And because of the rules at the time, we didn't  
 7 know whether we could look after her. We didn't -- the  
 8 rules were not clear.  
 9 Q. So, was she on her own?  
 10 A. She was on her own.  
 11 Q. You say the days and weeks that followed felt like  
 12 a nightmare, as you waited for news of your father. And  
 13 his condition continued to worsen, and you were told on  
 14 16 April that he wouldn't recover.  
 15 You were told that one member of the family could go  
 16 to hospital to say goodbye.  
 17 A. Yes.  
 18 Q. Which you describe as an "impossible choice".  
 19 A. It was. There was my mother, there's my brother and I.  
 20 My mother was in no fit state to go anywhere, and my  
 21 brother and I weren't willing to make the choice. And  
 22 I think there was a part of -- part of me that also  
 23 didn't want to see him in that state. He was  
 24 unconscious, it wouldn't have made a difference my being  
 25 there, but I am haunted by the fact that he died alone

146

1 A. **(No audible answer)**  
 2 Q. After you had all been told that your father had passed  
 3 away, did you get together to see each other and to  
 4 comfort each other?  
 5 A. No, we couldn't. The rules were the rules. Which,  
 6 again, we understood. We now knew the devastating  
 7 consequences of this disease. There was no way that we  
 8 were going to put each other at risk.  
 9 Q. You tell us at paragraph 13 that there are Jewish burial  
 10 and mourning rituals which are important to your faith  
 11 and that you were not able to follow. And you talk  
 12 about it being normal Jewish practice to never leave  
 13 a body alone between death and burial, but due to the  
 14 restrictions, that could not be honoured --  
 15 A. **(Witness nodded)**  
 16 Q. -- you could not sit with your father's body?  
 17 A. That's right.  
 18 Q. You also explain how there are Jewish rituals of  
 19 preparing a body --  
 20 A. Yes.  
 21 Q. -- to be buried, washing and dressing, and again, that  
 22 wasn't something you could do --  
 23 A. None of this.  
 24 Q. -- that your father's body was sealed in a body bag?  
 25 A. Yes.

148

1 Q. And it's important, in your religion, as well, that the  
2 body be buried in a simple wooden coffin so that it  
3 biodegrades together with the body?  
4 A. Yes.  
5 Q. And again, that wasn't something that could be achieved?  
6 A. No.  
7 Q. You would have expected, in normal circumstances, to  
8 have been allowed to go to the grave side.  
9 A. Yes, that was very odd because we were outdoors,  
10 we couldn't really understand why we were told that we  
11 couldn't go to the grave side for the actual lowering of  
12 the coffin. I believe it was to protect the cemetery  
13 workers because so little was understood about how Covid  
14 was transmitted at the time, which makes sense but it  
15 wasn't actually explained to us at the time, and there  
16 were no clear rules or guidance about this. So I think  
17 different cemeteries and different places had different  
18 rules.  
19 Q. Yes. And in terms of the rules in place at the time  
20 about what was to be permitted so far as funerals were  
21 concerned, you say that you were eventually told that  
22 immediate family members would only be allowed to  
23 attend?  
24 A. Yes.  
25 Q. And this presented an immediate problem in how to get

149

1 Q. -- as part of the Shiva, which is the seven-day period  
2 after burial, and that those online services felt  
3 surreal?  
4 A. Very much so. It was very, very odd. It's a very odd  
5 thing to be gathering for -- to remember someone who was  
6 so loved and so popular, through a screen. I mean, the  
7 good thing was that family members from abroad could  
8 join us, but they would have been there in person in  
9 other circumstances. But it was -- it was very, very  
10 strange.  
11 Q. And you go on to say that:  
12 "As the synagogue was closed, the only opportunity  
13 to recite prayers that mourners say for the first year  
14 following the loss of a parent ... was online ..."  
15 A. Yes.  
16 Q. Which, again, raised difficulties for observant Jews?  
17 A. For Sabbath observants, yes.  
18 Q. Yes.  
19 However, you say that the Zoom services became  
20 a lifeline for you, and many others, but, because they  
21 didn't technically comply with Jewish law, some people  
22 felt that they were unable to access  
23 them -- (overspeaking) --  
24 A. And I didn't access them initially. Before my father  
25 died I had -- this was not something I was going to do.

151

1 your mother to the cemetery, because she was too unwell  
2 to drive herself, and you didn't think it was  
3 appropriate for her to go on her own in a taxi?  
4 A. No.  
5 Q. So, your brother decided that he would bring her.  
6 You were only allowed to stand  
7 outside -- (overspeaking) --  
8 A. We stood outside in separate household groups. We  
9 weren't even allowed to stand near each other. So ...  
10 yeah.  
11 Q. And there were only nine people, including the rabbi?  
12 A. And someone who worked for the cemetery.  
13 Q. Right.  
14 You describe how you couldn't have a quorum of  
15 ten Jewish adults that are required to perform certain  
16 prayers --  
17 A. That is right.  
18 Q. -- at the funeral?  
19 A. At the funeral or afterwards --  
20 Q. Or afterwards --  
21 A. -- because there were no gatherings there were no  
22 services.  
23 Q. You say, in terms of rituals after the funeral, memorial  
24 prayers were held all over Zoom --  
25 A. Yes.

150

1 But I felt so disconnected and so isolated that, in the  
2 end, I made the decision that I -- this is what  
3 I needed. And they -- and my online community became  
4 very important.  
5 Q. Yes. You go on to describe how, throughout your  
6 father's illness and beyond, you were supported remotely  
7 by your rabbi?  
8 A. (Witness nodded)  
9 Q. And:  
10 "Others in the community had also died from Covid,  
11 and [you say] clergy and community leaders were working  
12 very hard in [what you describe as] impossible  
13 circumstances to support bereaved families as well as to  
14 help the community feel less isolated."  
15 A. I think -- I think the isolation for a lot of people was  
16 very, very difficult. And not just the bereaved.  
17 Q. I'd like to ask you about bereavement and Covid grief,  
18 please, because you were working part-time as a music  
19 therapist, weren't you? Working with vulnerable adults  
20 and also in schools before the pandemic hit?  
21 A. Yes.  
22 Q. And you say that, going back to March of 2020, it was  
23 becoming increasingly clear to you that you would need  
24 to stop face-to-face work and you were looking to  
25 working online, and at the time, you were also working

152

1 for your synagogue as director of programming and  
2 communications.  
3 So, how did you manage, and did you manage, to move  
4 both of those aspects of your working life online?

5 **A.** So my therapy work I did not succeed in working online  
6 at the time, because of what was happening with my  
7 father, and I had to stop working as a therapist for  
8 a period of time in order -- because I was grieving and  
9 because I needed to take care of myself.

10 The synagogue work took over everything, actually,  
11 and it became a distraction, perhaps, and it was perhaps  
12 useful in that I had another focus but I worked very  
13 hard getting all of the synagogue activities online. We  
14 set up Zoom accounts. We sent out daily emails to the  
15 community to help people feel less alone. We created  
16 new programming that people could access remotely.  
17 There was so much going on, and there were telephone  
18 trees and people calling each other and an enormous  
19 amount of support. It was extraordinary, actually, what  
20 the community was able to do.

21 But that's where my energy and focus went in those  
22 really dark, bleak days.

23 **Q.** And have any of those systems, the changes online and  
24 the telephone systems, remained beyond the pandemic?

25 **A.** I think, yes, I think there are certain things.

153

1 May we touch upon your personal difficulties, and by  
2 that, I mean the physical difficulties that you have  
3 suffered with following on from your father's death.  
4 You talk about your own condition deteriorating, you  
5 being diagnosed with severe anaemia?

6 **A.** Yes.

7 **Q.** That your mental health deteriorated?

8 **A.** Yes.

9 **Q.** You became very depressed and very anxious, and you  
10 describe, in the immediate months following your  
11 father's death, an inability to return to anything like  
12 normal life?

13 **A.** Well, first of all, we were still in lockdown. It was  
14 impossible. And I think one of the reasons that my  
15 grief became more complicated and more prolonged was  
16 because we couldn't return to normal life, and therefore  
17 the loss wasn't integrated. This is, I think, true for  
18 everybody who was -- who lost somebody, to Covid or  
19 otherwise, at that time. There was no normal life to  
20 return back to.

21 And in terms of my own health, we -- the messaging  
22 from the government was not to overload the NHS, so  
23 I really just neglected what needed -- I needed simple  
24 blood tests, I needed simple monitoring, and none of  
25 that happened. And I actually remember, in June 2022,

155

1 Streaming of Sabbath services, live streaming in a way  
2 that is compliant with Sabbath rules has actually  
3 continued, and a number of other things have -- yes,  
4 have been retained. So there were learnings that were  
5 useful, yes.

6 **Q.** You say that it was through your brother that you  
7 discovered the Facebook group of the Covid Bereaved  
8 Families for Justice UK and you connected with the  
9 group.

10 Tell us how that has supported you throughout the  
11 pandemic and the difficulties that you have experienced,  
12 personally.

13 **A.** It's been incredibly supportive because I think only  
14 others who have been through what we went through can  
15 really understand. It is -- Covid bereavement is quite  
16 different to other types of bereavement, as the Inquiry  
17 has been hearing.

18 The group itself is extraordinary, and it allowed me  
19 to channel my anger, which was a very strong forceful  
20 energy, and to make meaning out of my father's loss. He  
21 was someone who believed in justice and believed in what  
22 was right, he had enormous integrity, and I believe he  
23 would have supported what I've been doing with the Covid  
24 bereaved group.

25 **Q.** Yes.

154

1 walking to the hospital and seeing on my phone the news  
2 that the Covid Inquiry was starting, that day, and I had  
3 a blood test that day, and that night I had a call from  
4 the NHS service telling me that I had severe anaemia and  
5 needed to go to A&E.

6 It was all very strange, but it took that long. And  
7 it may have, in part, explained the depression, I don't  
8 know. But I was depressed and I had -- I was diagnosed  
9 with PTSD and anxiety. And returning to normal life was  
10 extremely difficult. Knowing that Covid is still  
11 around, people are still affected. And I also want to  
12 talk about Long Covid. My mother suffers from  
13 Long Covid.

14 **Q.** Yes.

15 **A.** It's extremely severe and debilitating. A lot of people  
16 are suffering from Long Covid and it is still happening.  
17 People are still getting sick and still coming down with  
18 this disease that there is no cure for, that there are  
19 no useful treatments for.

20 **Q.** You describe your mother's symptoms in these terms: that  
21 she rarely goes out as she suffers from chronic fatigue,  
22 as well as breathing difficulties, brain fog, and almost  
23 constant stomach pain. And she is also severely  
24 depressed?

25 **A.** Yes.

156

1 **Q.** And her grief over your father's loss is still profound?  
 2 **A.** Yes.  
 3 **Q.** You say that shortly after her release from hospital and  
 4 your father's death, your mother was contacted by the  
 5 hospital as part of her post-Covid follow-up, that they  
 6 were concerned by her low mood and that she was offered  
 7 some telephone counselling, but you say that that felt  
 8 impersonal and that it was also wrong the wrong time for  
 9 her, really. Has she received any further assistance?  
 10 **A.** Her mother died in November '21, and she hadn't been  
 11 able to see her for about three years because of  
 12 ill health and then Covid. So she was in pieces all  
 13 over again. And at that point I was able to persuade  
 14 her, and I referred -- I referred her to NHS Talking  
 15 Therapies, and she had a period of therapy. Which was  
 16 helpful while it lasted, but it's limited. NHS  
 17 therapies are always limited. And this was the problem:  
 18 they ended it, and she needs ongoing support.  
 19 **Q.** You say that being so closely connected to the Covid  
 20 group has meant that the issues affecting its members  
 21 have often affected you too. It's been you describe as  
 22 being so tough at times. And due to lack of services,  
 23 you've had to support some mentally unwell people in the  
 24 group, as well as learn how to deal with complex grief  
 25 and trauma within the group. You say:

157

1 basically, and we don't have that at the moment. There  
 2 is a duty of candour, and yet, see what happened.  
 3 I also feel that the attitudes -- that attitudes  
 4 need to change. There needs to be much more of  
 5 a precautionary approach and there needs to be much more  
 6 transparency in government decision making so we  
 7 understand how decisions are made and who's listened to  
 8 who and on what basis decisions are made. Because that  
 9 was all absent at the time.

10 And government must learn to listen. There is so  
 11 much to be learned from the experiences of ordinary  
 12 people that is missed otherwise.

13 Just as this Inquiry, I think, has learned a great  
 14 deal from listening to the people who were affected  
 15 directly, themes have come up, all sorts of things that  
 16 perhaps would have been missed otherwise. And this is  
 17 true for government, as well, and it is also a way to  
 18 build trust and I really hope that these sorts of things  
 19 will go into your recommendations, my Lady.

20 There are things, there are ongoing issues today  
 21 that could be so easily addressed, wider access to  
 22 vaccination, for example, legislation around air  
 23 quality. These sorts of things, mask wearing in  
 24 healthcare settings that would protect the vulnerable.  
 25 These are simple things but they've become so

159

1 "Carrying other people's anger and disbelief and  
 2 having to arrange mental health support for suicidal  
 3 people from miles away, with services not running  
 4 properly was horrific."  
 5 **A.** This is particularly true for the incredible people who  
 6 run the Facebook group, the admin team. They moderate  
 7 the group, they pick up on what's happening in the  
 8 group, and they flag up safeguarding issues.  
 9 I support them, I don't directly support the people  
 10 in the group. So I hear about these really difficult  
 11 situations, and they are heroes.

12 **Q.** Finally, you say a prominent question you still ask is  
 13 how society will react to the next pandemic, given the  
 14 issues and misinformation still present.

15 **A.** This worries me enormously. We're living in a very  
 16 strange time where there is an awful lot of  
 17 misinformation, and a lot of mistrust of systems and the  
 18 systems that are there to protect us. In large part due  
 19 to the behaviour of the government at the time, the  
 20 Partygate scandal, for example, but not only because of  
 21 that.

22 I strongly, strongly believe that we need a national  
 23 oversight mechanism and the Hillsborough Law to be  
 24 implemented. These are really, really important to  
 25 safeguard against ... we need laws with teeth,

158

1 politicised and this worries me, and the discourse  
 2 worries me enormously.

3 **MS BLACKWELL:** Ms Gottlieb, thank you very much for your  
 4 evidence.

5 Those are all my questions, my Lady.

6 **LADY HALLETT:** Ms Gottlieb, I noticed from your statement  
 7 that you said after years of association with the  
 8 synagogue you felt that you had to give it up. Have you  
 9 managed to restore your relationship?

10 **THE WITNESS:** I have in a -- I've had to reevaluate it and  
 11 it's changed. I now run a therapy group, actually,  
 12 Singing for Memory for people with dementia at the  
 13 synagogue, which I love, and I participate as a member  
 14 more now, but it's been really, really hard.

15 **LADY HALLETT:** I can imagine because it would have been so  
 16 much a part of your life.

17 **THE WITNESS:** Yes, it has been.

18 **LADY HALLETT:** Thank you very much indeed for your help,  
 19 it's been an extremely interesting session. One of the  
 20 witnesses described bereaved people as like the swan  
 21 with calm on the top and feet going underneath or things  
 22 going on underneath. You seem extraordinarily calm, and  
 23 I wonder what the feet are doing underneath the water.

24 **THE WITNESS:** I do want to ask, if I may, you've a number of  
 25 times said that it's over to us to make sure

160

1 recommendations are implemented and I would like to  
2 appeal to you to, please, not do that because for us,  
3 it's extremely painful and extremely difficult and  
4 you're not, yeah, you're not seeing the feet paddling  
5 underneath but, actually, the Inquiry was supposed to be  
6 us passing the baton, and for the government then to  
7 pick up from your recommendations.

8 And this really matters to us. We will, of course,  
9 keep supporting the recommendations of the Inquiry and  
10 pushing from our end but it really should be the Inquiry  
11 that holds the government's feet to the fire and makes  
12 sure that they implement the recommendations that you  
13 make.

14 **LADY HALLETT:** I totally understand that. The problem is,  
15 my time comes to an end and I have absolutely no powers  
16 once the Inquiry has ended. And I appreciate that other  
17 people may have done things that go beyond their actual  
18 powers but once -- I'm afraid I'm a strict lawyer, and  
19 once the Inquiry finishes, I won't have any powers at  
20 all. And I don't necessarily have the powers in public  
21 opinion, whereas I suspect some of your members -- I'm  
22 not suggesting all of them obviously, for those of you  
23 who find it too distressing then please don't, but  
24 I think there'd be some who might be able to do it and  
25 would like to do it, but if that's distressing then

161

1 **Q.** Thank you. And can you also confirm that the contents  
2 of the statement are true to the best of your knowledge  
3 and belief?

4 **A.** They are.

5 **Q.** Thank you.

6 Mrs Poole, I'd like you to tell us about your  
7 father, John Hoare, who passed away from Covid-19 on  
8 31 March of 2020, aged 62.

9 You describe him as a lovely man, loved by all who  
10 knew him. Quiet, he kept himself to himself, but he  
11 loved his family, and he saw a lot of them. Is that  
12 right?

13 **A.** That's right, yes. He loved his music as well. He was  
14 someone that you'd want in your team on a music quiz,  
15 and he was also very knowledgeable about nature.

16 **Q.** You were incredibly close to your father because you had  
17 been one of his main carers for most of his life -- or  
18 most of your life, hadn't you?

19 **A.** I had, yes. He was first ill with a mental health  
20 illness in 1985, when I was born. So I jointly cared  
21 with my mother, and then I took over the main role as  
22 carer when my mum and dad divorced.

23 **Q.** Did you live with your father?

24 **A.** Well, up until around about 2010, but then I moved out  
25 and I lived with my husband and children.

163

1 please just ignore what I've said. The last thing

2 I intended was to distress you.

3 **THE WITNESS:** I appreciate that. Thank you, my Lady.

4 **LADY HALLETT:** Thank you very much indeed.

5 **MS BLACKWELL:** Thank you.

6 My Lady, the final witness for today, and for the  
7 module, in fact, is Katherine Poole, and she is going to  
8 appear at the hearing remotely.

9 There she is. She's just popped up on my screen.

10 Ms Poole, we're just rearranging the room, if you'd  
11 just bear with us, please.

12 My Lady, Katherine Poole. May she be sworn.

13 **MRS KATHERINE POOLE (affirmed)**

14 **Questions from LEAD COUNSEL TO THE INQUIRY for MODULE 10**

15 **MS BLACKWELL:** Will you begin by giving us your full name,  
16 please.

17 **A.** Yes, my name's Katherine Poole.

18 **Q.** Thank you. Is it Ms or Mrs Poole?

19 **A.** It's Mrs.

20 **Q.** Mrs Poole. Well, Mrs Poole, you should have before you  
21 your witness statement, which bears our reference  
22 INQ000660030.

23 Please can you confirm that that is the statement  
24 that you've given to Module 10.

25 **A.** I can confirm, yes.

162

1 **Q.** You have two children; is that right?

2 **A.** I do, yes.

3 **Q.** Your father was first diagnosed with a mental health  
4 condition back in 1985, I think you say, and that was  
5 schizophrenia. And then, in 1997, he was given  
6 a diagnosis of schizoaffective disorder.

7 And in January of 2020, did he go into hospital with  
8 acute -- an acute kidney injury, and he -- did he  
9 acquire pneumonia whilst he was in hospital?

10 **A.** He did, yes. He went into a general hospital, and then  
11 when he was discharged he was discharged to  
12 a rehabilitation care home, and that rehabilitation care  
13 home was to give him the opportunity of having  
14 physiotherapy, occupational therapies, and all staff  
15 there who could look after him 24/7, particularly as my  
16 children were 2 and 4 at the time, I was trying to look  
17 after them.

18 In hindsight, I would probably say I wouldn't have  
19 sent him there, but hindsight's a wonderful thing.

20 **Q.** Of course. So, when he went -- when he was discharged  
21 into the care home, what was the medication that he was  
22 on?

23 **A.** So, he had a lot of medication but the important one was  
24 lithium, that he had to help his schizoaffective  
25 disorder and his mental health condition, and he was

164

1 discharged with lithium citrate, but once the discharge  
2 merchants had ended there was an oversight by the GP and  
3 he didn't get his lithium citrate again until -- it was  
4 5 March 2020.

5 **Q.** So he received his lithium medication until 24 January,  
6 I think, and he was then told by a GP, following a blood  
7 test, that that would need to be continued, but between  
8 4 February and 5 March he didn't receive any lithium,  
9 did he?

10 **A.** That's correct, yes.

11 **Q.** So, by the time the prescription was provided again, you  
12 say that his mental health had deteriorated so much that  
13 he was detained under Section 4 of the Mental Health  
14 Act; is that right?

15 **A.** That's correct, yes.

16 **Q.** So, where did he go to once he'd been detained?

17 **A.** So, he went to a mental health hospital, and he was  
18 detained there on 6 March, the early hours of 6 March.

19 **Q.** You say that all forms of contact and what you describe  
20 as "any right to a family life" were then removed from  
21 him and from you and from your family.

22 So did you -- were you able to visit your father and  
23 to speak to him?

24 **A.** Not once he was in the mental health unit. Initially  
25 they told me it was due to his presentation, but then,

165

1 try and have that contact. They said that that couldn't  
2 happen, there was no way that could happen.

3 I even asked if I could see the CCTV so it could  
4 assure me of his wellbeing and how he was. I mean, the  
5 last thing that my dad said to me was, "You won't leave  
6 me, will you?" That was on 5 March. I said I wouldn't,  
7 because I had no intention of leaving him.

8 That will stay with me forever, because ultimately  
9 I did leave him. Not through my choice, but through  
10 what happened.

11 **Q.** I'm so sorry.

12 **A.** Sorry.

13 **Q.** Not at all. It was my fault.

14 You took a handwritten card and photographs of the  
15 family to the mental health unit, didn't you?

16 **A.** I did, yes. And he hugged them. It's documented in his  
17 notes, that I managed to get access to after, that he  
18 hugged them; so it just showed that he did still know  
19 who we were, and he -- I think he would have still  
20 benefited from having that family life. It's very  
21 difficult to think that he didn't have us there -- and  
22 we could have helped in his recovery as well.

23 **Q.** Were you receiving any updates from staff at the mental  
24 health unit about how your father was doing?

25 **A.** I received limited updates. I mean, for example, he had

167

1 as lockdown was approaching, I'd heard on media channels  
2 that lockdown was approaching, so I asked if I could see  
3 him, given that they were going to be restricting  
4 visits. I was then told by the mental health unit staff  
5 that they hadn't heard this was happening, and I would  
6 be able to see him as soon as his mental health had  
7 stabilised.

8 This is something that I find difficult to  
9 understand. If I was aware that lockdown was  
10 approaching, why were the staff there not aware?

11 And also, the fact that they know their service  
12 users and clientele better than anyone, why weren't they  
13 doing something to protect their service users and their  
14 facilities more? Why were they not doing more  
15 proactively? Why were they waiting for government?

16 **Q.** So you weren't allowed to see him or physically have  
17 contact with him. Were there any alternative  
18 arrangements made for you to be able to maintain contact  
19 with your father?

20 **A.** No. So, I contacted them. Every day I would be ringing  
21 and I asked, if I provided a device, would it be  
22 possible for them to do a video call with me and him?  
23 That was refused. Telephone contact was refused.  
24 Face-to-face contact was refused. I just came up  
25 against a barrier every time I suggested something to

168

1 some physical health conditions, and they would ask  
2 me -- he had some problem with his kidneys and they  
3 would ask me what would he like to drink to try and  
4 encourage drinking, and things, but it was limited.  
5 There was one point when he caught Covid that he had  
6 a temperature, and I didn't find out about that until  
7 after his death, that he'd had this temperature.

8 **Q.** Your father was taken back to the general hospital, or  
9 moved over to the general hospital from the mental  
10 health unit on 27 March of 2020. At which point, did  
11 communication with him improve at all?

12 **A.** No, if anything, it got worse. The general hospital,  
13 I rang them and -- I mean, the day before he died,  
14 they -- I rang and asked how he was doing. They said  
15 they couldn't update me. I said, "I'll ring later on  
16 today then", and they said, "No, we still won't be able  
17 to update you."

18 So I had pretty much no communication whatsoever ...  
19 I didn't know that he had a DNR on him. I was unaware  
20 of the treatment plans and the limitations to the  
21 treatment, because he was not for NIV, which I believe  
22 is non-invasive ventilation. I had no idea on any of  
23 this.

24 And I wanted to be his independent mental health  
25 advocate, or IMHA, because he was sectioned, he had

168

1 a right to an IMHA, but I wasn't allowed to do this.  
 2 This is what I wanted, he had no one to do that, because  
 3 it wasn't just me but the mental health staff. I asked  
 4 if they would stay with him. He was on two-to-one care  
 5 in the mental health unit and I asked if the mental  
 6 health staff would stay with him. They told me they  
 7 would initially, but then they left. And then I later  
 8 found out that they'd put the DNACPR, and restrictions  
 9 on the care that he would receive whilst staff weren't  
 10 there. And I have to question why.

11 And it's that parity of esteem that your other --  
 12 some of your other witnesses mentioned. Professor  
 13 Das-Munshi and Professor Osborn mentioned that, having  
 14 that mental and physical health working together for  
 15 someone complex like my dad.

16 **Q.** You say at paragraph 18 in your statement that had you  
 17 been able to intervene on behalf of your father, you  
 18 would have suggested a multidisciplinary meeting and you  
 19 feel that such a large decision should have been made  
 20 jointly with your input on his behalf.

21 **A.** I do. I mean, I believe in the triangle of care. That  
 22 is where there's the carer, the professionals and the  
 23 service user. I believe everyone should have had a say  
 24 in what happened for him. I don't think it should just  
 25 be one consultant from the general hospital who is

169

1 I asked if I could have a photo of him, so that  
 2 I knew that it was him, to give me that closure.  
 3 Because I still question, was it him in there? He'd  
 4 been moved from the care home to the mental health unit  
 5 to the general hospital and at no point had I seen him.  
 6 He was identified just by a wrist band, which --  
 7 I hadn't seen this wrist band, so how do I know that it  
 8 was him? I know it sounds a bit silly to say that, but  
 9 how do I know that was him in there?

10 **Q.** As well as asking for a picture of him, you also asked  
 11 if you could have some fingerprints, didn't you, which  
 12 I think is something which you'd been able to do when  
 13 your grandmother passed away?

14 **A.** I did, yes. We got these fingerprints when my granny,  
 15 his mum, passed away. And it was the same undertaker,  
 16 so I asked if I could get his fingerprints, and that was  
 17 denied as well.

18 **Q.** The funeral for your father was, in your words,  
 19 extremely limited?

20 **A. (Witness nodded)**

21 **Q.** There were only ten mourners allowed to attend, and  
 22 everybody had to stand outside socially distanced; is  
 23 that right?

24 **A.** That's correct, yes, yeah. We just had to stand at  
 25 a distance. People who wanted to attend, who lived

171

1 qualified in the physical health. I mean, they said  
 2 things like they'd put the DNR on because my dad was  
 3 drowsy. But he was on sedatives for his mental health.  
 4 So what would they expect?

5 It's -- yeah, there should have been  
 6 multidisciplinary teamwork, and I can't understand why  
 7 there wasn't.

8 **Q.** How did you find out that your father had passed away?

9 **A.** I got a phone call early hours of the morning on  
 10 31 March 2020. It was rather abrupt, to be honest.  
 11 "Your dad's passed away", pretty much. That was pretty  
 12 much all I got.

13 **Q.** You asked if you could go and see his body in the  
 14 hospital, didn't you?

15 **A.** I did.

16 **Q.** What were you told?

17 **A.** I was told that he would be moved from the ward within  
 18 the hour, and I couldn't get there within the hour. So,  
 19 then it would go to the mortuary. I then -- the  
 20 hospital mortuary, that is. So, I then asked if I could  
 21 see him there. They told me that I wouldn't be able to  
 22 see him there. I was just stopped from seeing him at  
 23 all. Even when he was moved to the undertakers, then --  
 24 I was told I couldn't see his body then. It was just  
 25 a closed casket.

170

1 further away, couldn't. There was no video --

2 **Q.** No live stream?

3 **A.** No live stream of it or anything.

4 **Q.** What was the impact of only being able to celebrate your  
 5 father's life in those circumstances?

6 **A.** It was major. I mean, it's part of the grieving  
 7 process. It's part of the closure, to be able to have  
 8 a wake -- we couldn't have a wake.

9 It wasn't just mine as well, my children, they  
 10 attended, and this is the first funeral that they've  
 11 attended, at age 2 and 4. This not what you would class  
 12 as normal funeral processions. It was awful.

13 I've got a lot of grief that I wasn't able to give  
 14 him the send-off that he deserved. I wasn't able to be  
 15 there with him in the last month of life and I wasn't  
 16 able to give him that send-off either. So there's  
 17 a lot -- a lot. It's like grief on top of a grief.

18 **Q.** You describe that because of the circumstances in which  
 19 your father had died, in that he was detained by the  
 20 state at the time of his death, a coroner was instructed  
 21 by the doctor at the general hospital to hold an  
 22 inquest, but that you were not really satisfied with the  
 23 sorts of questions that were asked by the coroner; is  
 24 that right?

25 **A.** So, the questions -- they were okay, but they didn't

172

1 touch on the Covid part of.

2 It. So I managed to sit with the mental health  
3 teams to discuss the care and treatment they'd had in  
4 mental health, but the physical health, the general  
5 hospital, said that my answers should come from the  
6 inquest. But then, because the coroner looked at the  
7 lead-up to him being sectioned and he stopped lithium,  
8 they didn't really go into detail around the Covid  
9 aspect.

10 So then, when I went back to the general hospital to  
11 ask them questions -- I mean, it took over three years  
12 for the inquest, so I went back to ask these questions  
13 and I was told that they wouldn't be able to remember  
14 what happened. Staff weren't there any more.

15 So, I still have a lot of questions that are  
16 unanswered that I'm still trying to get answers to. And  
17 that closure would have helped. But I don't know if  
18 I will ever get that.

19 **Q.** You say:

20 "I feel like my grief was further prolonged as  
21 I have had to look back on my father's story in  
22 pre inquest documents and inquest proceedings. I feel  
23 that I am still awaiting closure as I attempt to tie up  
24 all loose ends, some of which [as you have just said]  
25 may never be finalised."

173

1 I understood them. And I think that's an important  
2 thing for those bereaved: having access to professionals  
3 who know them, and are able to understand and you're not  
4 having to retell your story, as well.

5 **Q.** Thank you.

6 You say that you found it difficult to deal with the  
7 public attitude to Covid.

8 **A. (Witness nodded)**

9 **Q.** Comments like "Covid is just a flu or a cold" are hard  
10 to listen to and you say when you wear a mask, you feel  
11 it necessary to explain yourself or you're told by  
12 strangers "Oh, Covid is over, why are you wearing that?"

13 **A.** Yeah, I had a shop worker come up to me and say, "Covid  
14 is over and I hope you don't take this the wrong way but  
15 I hope you don't become too dependent on the mask."

16 And also things like if my dad died of Covid he must  
17 have been ill anyway. Having to justify myself and my  
18 dad isn't beneficial. It's not something -- if he'd  
19 died of something else people wouldn't say that. Yeah,  
20 it's really difficult to deal with society's perception,  
21 some people in society's perception.

22 **Q.** Then finally, Mrs Poole, at paragraph 50 you say this:

23 "There must be a much more integrated  
24 multidisciplinary working system in place with mental  
25 and physical health specialists able to provide

175

1 **A.** Yeah. Yeah, I do.

2 **Q.** You also tell us, at paragraph 31 in your statement,  
3 that being bereaved by Covid has impacted all aspects of  
4 your life greatly. You say that you've experienced  
5 severe anxiety in relation to Covid-19 and in health in  
6 general, and you said that you found it hard going out  
7 in public, particularly to busy places, and that you're  
8 still rather cautious going out at any time, but you  
9 continue to wear a mask, particularly when attending  
10 venues such as a medical practice?

11 **A.** That's right, yeah. I try to protect myself and my  
12 family as much as I can. I mean, my husband has  
13 Long Covid, as well, so I'm trying to protect him, as  
14 well.

15 **Q.** You say that your confidence in health and social care  
16 services has been impacted, and you find yourself being  
17 cautious of medical professionals?

18 **A.** I do, and I think sometimes the professionals think that  
19 I'm being a bit overzealous when I'm asking a lot of  
20 questions about care and treatment, even though you  
21 should be able to, I think sometimes they wonder why I'm  
22 asking so many questions. I mean, I should add my GP  
23 was really good, following my father's death, and gave  
24 me a lot of support, but that was a GP that was known to  
25 me. I had a good rapport with them, they understood me,

174

1 holistic, appropriate care to individuals with severe  
2 mental impairment. There will always be questions in my  
3 mind of whether my father would still be here if  
4 physical health staff had assessed and treated him while  
5 in the mental health unit and if mental health staff had  
6 been involved in decisions around his care in the  
7 general hospital."

8 **A.** Yeah, it comes down to that parity of esteem that was  
9 mentioned by your previous witnesses, again, where  
10 mental health and physical health should be equal, and  
11 I feel that people with a mental health condition should  
12 be able to be treated for physical health conditions  
13 within the mental health unit, and people with -- in  
14 physical health units should be able to be treated for  
15 mental health. Everyone knows that they're interlinked.  
16 Yet there's such a division there, when people are in  
17 these settings.

18 **MS BLACKWELL:** Thank you, Mrs Poole. Those are my  
19 questions. Is there anything else that you would like  
20 to add?

21 **A.** I think just in the mental health unit, my dad was on  
22 two-to-one care, he had safe holds, so they're such  
23 close proximity and I can't understand why PPE and other  
24 things were not in these settings. We need to look at  
25 why there wasn't that equal access to these things.

176

1 I mean, safe holds and two-to-one care, you can't get  
 2 much closer to the service user so these people need --  
 3 the staff as well, staff and the service users, need  
 4 protection. And something needs to be done about that,  
 5 just to make them more equal, yeah.  
 6 **MS BLACKWELL:** Thank you. My Lady has heard you say that.  
 7 Thank you, Mrs Poole.  
 8 **LADY HALLETT:** Thank you very much indeed, Mrs Poole. Did  
 9 you know you're the last witness, the very last witness  
 10 of the Inquiry?  
 11 **THE WITNESS:** I did. Today I noticed that, yeah.  
 12 **LADY HALLETT:** I didn't tell you before; I didn't want to  
 13 add to the pressure that you'd be under. But yes, that  
 14 completes the evidence. So, tomorrow I will be hearing  
 15 closing submissions from all the lawyers.  
 16 I don't know how -- whether or not you've got  
 17 somebody with you or how distressing you've found this  
 18 experience, but it's been extremely helpful and you've  
 19 been a very eloquent final witness.  
 20 **THE WITNESS:** Thank you. And thank you for giving me this  
 21 opportunity.  
 22 **LADY HALLETT:** Not at all. Is it time to go and get the  
 23 children tea now?  
 24 **THE WITNESS:** Maybe in a bit.  
 25 **LADY HALLETT:** Depends on the child, I suppose. I always

1 had two very hungry ones.  
 2 Thank you very much indeed for your help. I'm  
 3 really grateful to you.  
 4 **THE WITNESS:** Thank you.  
 5 **LADY HALLETT:** Very well.  
 6 There are some who said we wouldn't reach this stage  
 7 by this time, but that completes the evidence, and  
 8 tomorrow I shall hear closing submissions from the core  
 9 participants.  
 10 **MS BLACKWELL:** At 10 o'clock, please, my Lady.  
 11 **LADY HALLETT:** 10 o'clock tomorrow, please.  
 12 **(3.37 pm)**  
 13 **(The hearing adjourned until 10.00 am the following day)**  
 14  
 15  
 16  
 17  
 18  
 19  
 20  
 21  
 22  
 23  
 24  
 25

1 **I N D E X**

2 **PAGE**

3 MRS MARGARET WATERTON (affirmed) ..... 1

4 Questions from LEAD COUNSEL TO THE INQUIRY ... 1

5 for MODULE 10

6

7 MRS SHARON BOSWELL (affirmed) ..... 46

8 Questions from COUNSEL TO THE INQUIRY ..... 46

9

10 MRS HEATHER STEWART (sworn) ..... 80

11 Questions from COUNSEL TO THE INQUIRY ..... 80

12

13 MRS RABINDER SHERWOOD (sworn) ..... 99

14 Questions from LEAD COUNSEL TO THE INQUIRY ..99

15 for MODULE 10

16

17 MS RIVKA GOTTLIEB (sworn) ..... 139

18 Questions from LEAD COUNSEL TO THE INQUIRY .139

19 for MODULE 10

20

21 MRS KATHERINE POOLE (affirmed) ..... 162

22 Questions from LEAD COUNSEL TO THE INQUIRY 162

23 for MODULE 10

24

25

<b>LADY HALLETT:</b> <b>[51]</b> 1/3 43/20 44/21 44/23 45/3 45/12 46/10 64/1 79/12 79/25 80/4 80/7 80/13 80/19 80/25 81/13 81/15 89/8 96/17 97/14 98/1 98/3 98/13 98/19 98/23 99/3 99/6 99/8 99/11 99/16 99/20 137/18 138/6 138/10 138/14 138/20 138/22 139/2 139/6 139/9 160/6 160/15 160/18 161/14 162/4 177/8 177/12 177/22 177/25 178/5 178/11	<b>11 January [3]</b> 107/5 109/3 133/5 <b>11.05 [1]</b> 46/7 <b>11.20 [1]</b> 46/5 <b>11.21 [1]</b> 46/9 <b>111 [5]</b> 57/8 58/9 58/16 142/1 142/5 <b>11th [2]</b> 107/3 107/12 <b>12 [1]</b> 109/23 <b>12 January [1]</b> 133/5 <b>12.20 [1]</b> 90/21 <b>12.29 [1]</b> 99/13 <b>13 [1]</b> 148/9 <b>14 February [2]</b> 85/23 86/22 <b>14 January [2]</b> 116/3 116/4 <b>14th [1]</b> 87/2 <b>15 [1]</b> 128/20 <b>16 [1]</b> 47/20 <b>16 April [1]</b> 146/14 <b>16th [1]</b> 87/4 <b>17 April 2020 [1]</b> 140/3 <b>17 days [1]</b> 18/5 <b>17 February [1]</b> 89/13 <b>18 [4]</b> 3/11 47/21 131/16 169/16 <b>19 [13]</b> 1/24 82/11 100/15 101/25 103/4 103/11 111/5 117/5 128/25 140/2 141/23 163/7 174/5 <b>19 December 2025</b> <b>[1]</b> 46/20 <b>19 February [1]</b> 90/8 <b>19 February 2021 [1]</b> 82/11 <b>1985 [2]</b> 163/20 164/4 <b>1997 [1]</b> 164/5	<b>2026 [1]</b> 1/1 <b>22 [1]</b> 111/8 <b>22 January [1]</b> 114/6 <b>22 March [2]</b> 137/1 141/23 <b>23 [4]</b> 12/25 103/21 119/1 122/7 <b>232 [1]</b> 30/14 <b>24 [2]</b> 7/20 120/1 <b>24 hours [1]</b> 145/19 <b>24 January [1]</b> 165/5 <b>24/7 [1]</b> 164/15 <b>243 [1]</b> 39/24 <b>25 [1]</b> 114/22 <b>25 people [1]</b> 115/25 <b>26 [1]</b> 82/15 <b>27 March [1]</b> 168/10 <b>29 [1]</b> 39/5	<b>61 [1]</b> 135/21 <b>62 [1]</b> 163/8 <b>63 [1]</b> 34/14 <b>65 [1]</b> 113/25	173/13 174/21 175/3 175/25 176/12 176/14 <b>abnormal [1]</b> 74/8 <b>about [147]</b> 5/3 5/15 6/11 7/11 9/20 11/12 12/17 13/1 13/8 15/18 16/1 16/4 16/15 19/25 21/11 22/17 23/12 23/24 25/7 26/21 27/19 27/25 28/1 28/17 29/1 30/14 31/4 32/4 35/1 35/23 36/17 38/12 38/21 38/23 39/2 41/18 41/21 42/24 43/2 45/14 45/16 47/4 47/13 48/1 49/7 49/15 49/25 50/16 50/22 50/25 51/24 52/9 52/24 53/1 53/11 55/5 56/13 57/25 59/19 59/21 64/15 65/1 68/16 68/20 69/3 69/18 71/3 71/22 71/23 76/22 79/8 79/18 79/18 85/16 86/2 86/9 91/2 92/17 93/12 94/17 95/9 97/2 98/7 101/2 101/10 102/10 102/11 102/12 103/22 104/10 105/9 107/13 108/8 108/17 108/20 109/17 110/3 110/16 110/19 111/7 111/13 112/1 112/3 113/6 115/20 116/12 118/7 118/22 120/9 120/19 121/8 122/24 125/21 127/5 127/8 129/18 130/4 130/13 132/1 132/17 133/25 134/5 134/16 135/2 136/16 136/25 141/2 141/8 141/11 142/13 142/21 148/12 149/13 149/16 149/20 152/17 155/4 156/12 157/11 158/10 163/6 163/15 163/24 167/24 168/6 174/20 177/4 <b>above [1]</b> 32/17 <b>abroad [1]</b> 151/7 <b>abrupt [1]</b> 170/10 <b>absence [2]</b> 125/25 128/5 <b>absent [1]</b> 159/9 <b>absolutely [38]</b> 6/19 21/14 29/2 39/20 40/7 40/10 45/14 45/19 49/11 58/23 59/17 60/1 60/3 66/8 66/8 67/19 71/20 71/20 74/9 75/2 76/5 77/18 77/18 79/24 80/3 80/6 103/19 104/5 109/2 109/5 111/23 117/10 117/24 129/22 132/9
<b>MS BLACKWELL:</b> <b>[16]</b> 1/4 1/9 43/16 46/6 99/17 99/22 138/19 138/21 139/3 139/11 160/3 162/5 162/15 176/18 177/6 178/10	<b>15 [1]</b> 128/20 <b>16 [1]</b> 47/20 <b>16 April [1]</b> 146/14 <b>16th [1]</b> 87/4 <b>17 April 2020 [1]</b> 140/3 <b>17 days [1]</b> 18/5 <b>17 February [1]</b> 89/13 <b>18 [4]</b> 3/11 47/21 131/16 169/16 <b>19 [13]</b> 1/24 82/11 100/15 101/25 103/4 103/11 111/5 117/5 128/25 140/2 141/23 163/7 174/5 <b>19 December 2025</b> <b>[1]</b> 46/20 <b>19 February [1]</b> 90/8 <b>19 February 2021 [1]</b> 82/11 <b>1985 [2]</b> 163/20 164/4 <b>1997 [1]</b> 164/5	<b>3</b> <b>3 April [1]</b> 144/3 <b>3 weeks [1]</b> 121/13 <b>3.37 [1]</b> 178/12 <b>30 minutes [1]</b> 5/15 <b>31 [2]</b> 131/12 174/2 <b>31 March [2]</b> 143/23 163/8 <b>31 March 2020 [1]</b> 170/10 <b>32 years [1]</b> 82/14 <b>33 [2]</b> 25/1 25/18 <b>34 [1]</b> 134/17 <b>35 [1]</b> 17/25 <b>38 [1]</b> 18/3	<b>7</b> <b>7,000 [1]</b> 100/14 <b>70 [1]</b> 141/4 <b>71 [1]</b> 36/4 <b>71st [1]</b> 16/11 <b>73 [1]</b> 123/19 <b>73 years [1]</b> 140/3 <b>75 [1]</b> 113/25 <b>76 [2]</b> 36/14 130/9	<b>7</b> 173/13 174/21 175/3 175/25 176/12 176/14 <b>abnormal [1]</b> 74/8 <b>about [147]</b> 5/3 5/15 6/11 7/11 9/20 11/12 12/17 13/1 13/8 15/18 16/1 16/4 16/15 19/25 21/11 22/17 23/12 23/24 25/7 26/21 27/19 27/25 28/1 28/17 29/1 30/14 31/4 32/4 35/1 35/23 36/17 38/12 38/21 38/23 39/2 41/18 41/21 42/24 43/2 45/14 45/16 47/4 47/13 48/1 49/7 49/15 49/25 50/16 50/22 50/25 51/24 52/9 52/24 53/1 53/11 55/5 56/13 57/25 59/19 59/21 64/15 65/1 68/16 68/20 69/3 69/18 71/3 71/22 71/23 76/22 79/8 79/18 79/18 85/16 86/2 86/9 91/2 92/17 93/12 94/17 95/9 97/2 98/7 101/2 101/10 102/10 102/11 102/12 103/22 104/10 105/9 107/13 108/8 108/17 108/20 109/17 110/3 110/16 110/19 111/7 111/13 112/1 112/3 113/6 115/20 116/12 118/7 118/22 120/9 120/19 121/8 122/24 125/21 127/5 127/8 129/18 130/4 130/13 132/1 132/17 133/25 134/5 134/16 135/2 136/16 136/25 141/2 141/8 141/11 142/13 142/21 148/12 149/13 149/16 149/20 152/17 155/4 156/12 157/11 158/10 163/6 163/15 163/24 167/24 168/6 174/20 177/4 <b>above [1]</b> 32/17 <b>abroad [1]</b> 151/7 <b>abrupt [1]</b> 170/10 <b>absence [2]</b> 125/25 128/5 <b>absent [1]</b> 159/9 <b>absolutely [38]</b> 6/19 21/14 29/2 39/20 40/7 40/10 45/14 45/19 49/11 58/23 59/17 60/1 60/3 66/8 66/8 67/19 71/20 71/20 74/9 75/2 76/5 77/18 77/18 79/24 80/3 80/6 103/19 104/5 109/2 109/5 111/23 117/10 117/24 129/22 132/9
<b>MS RAHMAN: [5]</b> 46/11 46/15 64/6 79/11 80/16	<b>19 [13]</b> 1/24 82/11 100/15 101/25 103/4 103/11 111/5 117/5 128/25 140/2 141/23 163/7 174/5 <b>19 December 2025</b> <b>[1]</b> 46/20 <b>19 February [1]</b> 90/8 <b>19 February 2021 [1]</b> 82/11 <b>1985 [2]</b> 163/20 164/4 <b>1997 [1]</b> 164/5	<b>4</b> <b>4 February [1]</b> 165/8 <b>4 January [1]</b> 105/1 <b>40 [2]</b> 125/8 134/16 <b>41 [1]</b> 124/14 <b>44 [1]</b> 135/4 <b>45 years [1]</b> 82/13 <b>46 [1]</b> 20/18 <b>48 hours [2]</b> 105/10 106/16 <b>49 [1]</b> 134/14	<b>8</b> <b>84 [1]</b> 123/4 <b>86 [2]</b> 7/4 16/17	<b>8</b> 173/13 174/21 175/3 175/25 176/12 176/14 <b>abnormal [1]</b> 74/8 <b>about [147]</b> 5/3 5/15 6/11 7/11 9/20 11/12 12/17 13/1 13/8 15/18 16/1 16/4 16/15 19/25 21/11 22/17 23/12 23/24 25/7 26/21 27/19 27/25 28/1 28/17 29/1 30/14 31/4 32/4 35/1 35/23 36/17 38/12 38/21 38/23 39/2 41/18 41/21 42/24 43/2 45/14 45/16 47/4 47/13 48/1 49/7 49/15 49/25 50/16 50/22 50/25 51/24 52/9 52/24 53/1 53/11 55/5 56/13 57/25 59/19 59/21 64/15 65/1 68/16 68/20 69/3 69/18 71/3 71/22 71/23 76/22 79/8 79/18 79/18 85/16 86/2 86/9 91/2 92/17 93/12 94/17 95/9 97/2 98/7 101/2 101/10 102/10 102/11 102/12 103/22 104/10 105/9 107/13 108/8 108/17 108/20 109/17 110/3 110/16 110/19 111/7 111/13 112/1 112/3 113/6 115/20 116/12 118/7 118/22 120/9 120/19 121/8 122/24 125/21 127/5 127/8 129/18 130/4 130/13 132/1 132/17 133/25 134/5 134/16 135/2 136/16 136/25 141/2 141/8 141/11 142/13 142/21 148/12 149/13 149/16 149/20 152/17 155/4 156/12 157/11 158/10 163/6 163/15 163/24 167/24 168/6 174/20 177/4 <b>above [1]</b> 32/17 <b>abroad [1]</b> 151/7 <b>abrupt [1]</b> 170/10 <b>absence [2]</b> 125/25 128/5 <b>absent [1]</b> 159/9 <b>absolutely [38]</b> 6/19 21/14 29/2 39/20 40/7 40/10 45/14 45/19 49/11 58/23 59/17 60/1 60/3 66/8 66/8 67/19 71/20 71/20 74/9 75/2 76/5 77/18 77/18 79/24 80/3 80/6 103/19 104/5 109/2 109/5 111/23 117/10 117/24 129/22 132/9
<b>MS VITTÉ: [5]</b> 80/21 81/3 81/18 89/11 99/12	<b>2</b> <b>2 April [1]</b> 145/1 <b>2 January [1]</b> 104/19 <b>2 metres [1]</b> 23/13 <b>2.28 [1]</b> 138/24 <b>2.45 [1]</b> 139/1 <b>20 people [1]</b> 92/14 <b>2010 [1]</b> 163/24 <b>2019 [2]</b> 82/17 103/9 <b>2020 [18]</b> 5/10 18/6 18/6 24/6 53/12 100/17 100/25 103/11 104/15 140/3 140/18 141/24 152/22 163/8 164/7 165/4 168/10 170/10 <b>2021 [10]</b> 2/3 26/8 47/6 55/12 63/22 64/6 68/17 82/11 101/7 104/19 <b>2022 [3]</b> 101/9 138/5 155/25 <b>2025 [2]</b> 18/8 46/20	<b>5</b> <b>5 March [1]</b> 165/8 <b>5 March 2020 [1]</b> 165/4 <b>5 years [2]</b> 120/8 123/12 <b>50 [3]</b> 31/12 112/16 175/22 <b>52 [1]</b> 47/9 <b>52 years [1]</b> 147/24 <b>53 [1]</b> 126/12 <b>56 [1]</b> 128/6 <b>57 [1]</b> 134/13	<b>9</b> <b>9 February 2021 [1]</b> 68/17 <b>9 o'clock [1]</b> 85/17 <b>9.30 [1]</b> 86/2 <b>999 [3]</b> 58/12 58/16 83/20	<b>9</b> 173/13 174/21 175/3 175/25 176/12 176/14 <b>abnormal [1]</b> 74/8 <b>about [147]</b> 5/3 5/15 6/11 7/11 9/20 11/12 12/17 13/1 13/8 15/18 16/1 16/4 16/15 19/25 21/11 22/17 23/12 23/24 25/7 26/21 27/19 27/25 28/1 28/17 29/1 30/14 31/4 32/4 35/1 35/23 36/17 38/12 38/21 38/23 39/2 41/18 41/21 42/24 43/2 45/14 45/16 47/4 47/13 48/1 49/7 49/15 49/25 50/16 50/22 50/25 51/24 52/9 52/24 53/1 53/11 55/5 56/13 57/25 59/19 59/21 64/15 65/1 68/16 68/20 69/3 69/18 71/3 71/22 71/23 76/22 79/8 79/18 79/18 85/16 86/2 86/9 91/2 92/17 93/12 94/17 95/9 97/2 98/7 101/2 101/10 102/10 102/11 102/12 103/22 104/10 105/9 107/13 108/8 108/17 108/20 109/17 110/3 110/16 110/19 111/7 111/13 112/1 112/3 113/6 115/20 116/12 118/7 118/22 120/9 120/19 121/8 122/24 125/21 127/5 127/8 129/18 130/4 130/13 132/1 132/17 133/25 134/5 134/16 135/2 136/16 136/25 141/2 141/8 141/11 142/13 142/21 148/12 149/13 149/16 149/20 152/17 155/4 156/12 157/11 158/10 163/6 163/15 163/24 167/24 168/6 174/20 177/4 <b>above [1]</b> 32/17 <b>abroad [1]</b> 151/7 <b>abrupt [1]</b> 170/10 <b>absence [2]</b> 125/25 128/5 <b>absent [1]</b> 159/9 <b>absolutely [38]</b> 6/19 21/14 29/2 39/20 40/7 40/10 45/14 45/19 49/11 58/23 59/17 60/1 60/3 66/8 66/8 67/19 71/20 71/20 74/9 75/2 76/5 77/18 77/18 79/24 80/3 80/6 103/19 104/5 109/2 109/5 111/23 117/10 117/24 129/22 132/9
<b>THE WITNESS: [33]</b> 43/19 43/21 44/22 44/24 45/10 79/24 80/3 80/6 80/12 80/15 81/2 97/23 98/2 98/9 98/14 98/20 98/25 99/5 99/7 99/10 138/5 138/8 138/12 138/18 139/8 160/10 160/17 160/24 162/3 177/11 177/20 177/24 178/4	<b>2</b> <b>2 April [1]</b> 145/1 <b>2 January [1]</b> 104/19 <b>2 metres [1]</b> 23/13 <b>2.28 [1]</b> 138/24 <b>2.45 [1]</b> 139/1 <b>20 people [1]</b> 92/14 <b>2010 [1]</b> 163/24 <b>2019 [2]</b> 82/17 103/9 <b>2020 [18]</b> 5/10 18/6 18/6 24/6 53/12 100/17 100/25 103/11 104/15 140/3 140/18 141/24 152/22 163/8 164/7 165/4 168/10 170/10 <b>2021 [10]</b> 2/3 26/8 47/6 55/12 63/22 64/6 68/17 82/11 101/7 104/19 <b>2022 [3]</b> 101/9 138/5 155/25 <b>2025 [2]</b> 18/8 46/20	<b>6</b> <b>6 January [1]</b> 105/20 <b>6 March [2]</b> 165/18 165/18 <b>6 o'clock [1]</b> 65/2	<b>A</b> <b>A4 [1]</b> 113/14 <b>abandoned [5]</b> 76/24 77/2 119/6 119/12 120/22 <b>Aberdeen [1]</b> 53/24 <b>ability [8]</b> 3/14 5/17 32/4 35/6 91/3 91/5 92/19 106/13 <b>able [103]</b> 4/7 4/10 5/17 5/18 8/17 14/8 14/11 20/6 20/8 20/15 22/24 22/25 23/1 23/19 23/20 23/22 27/1 27/17 30/24 31/1 31/2 31/6 31/16 31/19 37/23 56/13 61/9 61/11 61/14 62/10 63/17 66/4 66/21 71/5 71/6 72/12 73/9 75/21 84/8 84/25 85/13 88/3 88/24 89/23 90/9 90/23 90/24 90/24 91/17 91/21 92/5 92/11 94/2 94/8 94/10 94/16 102/9 105/4 106/20 106/25 107/23 108/8 108/11 112/7 114/8 114/22 119/12 120/7 120/19 120/25 122/4 125/17 127/9 132/4 132/25 134/22 141/10 142/20 144/11 147/1 148/11 153/20 157/11 157/13 161/24 165/22 166/6 166/18 168/16 169/17 170/21 171/12 172/4 172/7 172/13 172/14 172/16	<b>84 [1]</b> 123/4 <b>86 [2]</b> 7/4 16/17
<b>MS RAHMAN: [5]</b> 46/11 46/15 64/6 79/11 80/16	<b>2021 [10]</b> 2/3 26/8 47/6 55/12 63/22 64/6 68/17 82/11 101/7 104/19 <b>2022 [3]</b> 101/9 138/5 155/25 <b>2025 [2]</b> 18/8 46/20			
<b>MS VITTÉ: [5]</b> 80/21 81/3 81/18 89/11 99/12				
<b>THE WITNESS: [33]</b> 43/19 43/21 44/22 44/24 45/10 79/24 80/3 80/6 80/12 80/15 81/2 97/23 98/2 98/9 98/14 98/20 98/25 99/5 99/7 99/10 138/5 138/8 138/12 138/18 139/8 160/10 160/17 160/24 162/3 177/11 177/20 177/24 178/4				
<b>MS RAHMAN: [5]</b> 46/11 46/15 64/6 79/11 80/16				
<b>MS VITTÉ: [5]</b> 80/21 81/3 81/18 89/11 99/12				
<b>THE WITNESS: [33]</b> 43/19 43/21 44/22 44/24 45/10 79/24 80/3 80/6 80/12 80/15 81/2 97/23 98/2 98/9 98/14 98/20 98/25 99/5 99/7 99/10 138/5 138/8 138/12 138/18 139/8 160/10 160/17 160/24 162/3 177/11 177/20 177/24 178/4				
<b>MS RAHMAN: [5]</b> 46/11 46/15 64/6 79/11 80/16				
<b>MS VITTÉ: [5]</b> 80/21 81/3 81/18 89/11 99/12				
<b>THE WITNESS: [33]</b> 43/19 43/21 44/22 44/24 45/10 79/24 80/3 80/6 80/12 80/15 81/2 97/23 98/2 98/9 98/14 98/20 98/25 99/5 99/7 99/10 138/5 138/8 138/12 138/18 139/8 160/10 160/17 160/24 162/3 177/11 177/20 177/24 178/4				

<b>A</b>	<b>addressed [1]</b> 159/21	37/7	61/12 62/5 62/6 63/2	100/10 110/2 116/12
<b>absolutely... [3]</b> 134/24 135/17 161/15	<b>adds [4]</b> 132/14	<b>afternoon [2]</b> 8/9 99/17	65/19 66/13 66/24	124/17 127/4 128/16
<b>abuse [2]</b> 75/8 75/14	134/24 134/25 134/25	<b>afterwards [5]</b> 31/16	70/1 70/2 73/5 76/10	130/25 132/4 136/25
<b>accept [2]</b> 16/5 108/25	<b>adjacent [1]</b> 12/6	31/23 125/22 150/19	79/7 80/13 81/18	140/11 146/22 148/18
<b>access [27]</b> 32/4	<b>adjourned [2]</b> 135/6 178/13	150/20	81/18 84/17 85/20	152/10 152/20 152/25
32/19 34/15 34/18	<b>Adjournment [1]</b> 99/14	<b>again [50]</b> 5/14 12/13	90/19 96/6 96/7 96/13	156/11 156/23 157/8
35/3 35/11 35/12 36/2	<b>adjust [1]</b> 93/25	18/9 21/7 21/12 31/4	99/3 100/14 102/12	159/3 159/17 163/1
38/22 38/23 42/10	<b>adjusting [1]</b> 95/21	33/6 36/21 36/24	102/23 102/24 104/12	163/15 166/11 171/10
75/22 126/23 127/9	<b>adjustments [1]</b> 94/4	37/13 38/8 38/21	105/6 105/9 106/4	174/2 175/16
127/12 127/20 129/9	<b>admin [1]</b> 158/6	38/24 41/17 41/24	108/17 108/23 109/7	<b>alternative [1]</b> 166/17
131/23 132/13 134/17	<b>administrative [1]</b> 73/1	45/19 65/19 65/25	111/18 112/1 113/24	<b>although [8]</b> 30/18
151/22 151/24 153/16	<b>admitted [11]</b> 83/22	69/16 70/20 85/5 85/9	115/16 115/19 115/23	32/11 71/4 83/4 135/7
159/21 167/17 175/2 176/25	84/2 97/3 109/8	85/19 86/5 87/5 87/17	116/7 116/24 118/3	141/10 142/16 145/3
<b>accessed [1]</b> 34/24	109/10 111/11 111/16	87/19 88/16 102/22	118/4 121/10 121/18	<b>always [14]</b> 6/7 6/9
<b>accessing [4]</b> 40/24	113/14 133/20 143/23	108/20 111/21 111/25	122/25 124/1 124/14	22/20 44/11 56/15
127/7 132/3 134/15	144/25	117/19 118/13 120/15	127/23 132/15 135/13	78/22 84/15 98/16
<b>account [5]</b> 37/23	<b>adults [3]</b> 65/11	122/1 122/15 122/23	136/3 137/21 137/25	137/18 137/19 140/14
49/16 115/2 134/4	150/15 152/19	126/8 129/25 134/8	138/10 141/5 141/9	157/17 176/2 177/25
142/8	<b>advice [5]</b> 40/24 57/8	135/17 148/6 148/21	142/15 147/21 148/2	<b>am [17]</b> 1/2 1/19 1/22
<b>accountability [1]</b> 43/2	140/24 142/2 142/9	149/5 151/16 157/13	150/24 153/13 155/13	19/2 24/10 45/12 46/7
<b>accounts [1]</b> 153/14	<b>advise [1]</b> 114/7	165/3 165/11 176/9	156/6 157/12 159/9	46/9 62/2 106/20
<b>accurate [1]</b> 134/3	<b>advise [1]</b> 114/7	<b>against [2]</b> 158/25	159/15 160/5 161/20	120/9 120/22 131/2
<b>accurately [3]</b> 94/22	<b>advised [3]</b> 26/10	166/25	161/22 163/9 164/14	131/14 146/25 173/23
96/3 96/10	109/24 140/22	<b>age [7]</b> 16/10 16/12	165/19 167/13 168/11	178/13
<b>achieved [1]</b> 149/5	<b>advocate [2]</b> 5/22	41/15 80/1 80/2 142/7	170/12 170/23 173/24	<b>amazing [3]</b> 72/2
<b>acquire [1]</b> 164/9	168/25	172/11	174/3 177/15 177/22	77/22 127/23
<b>across [7]</b> 3/16 9/11	<b>advocates [2]</b> 40/3	<b>aged [1]</b> 163/8	<b>allow [4]</b> 43/19 53/6	<b>ambulance [8]</b> 60/8
22/1 113/22 121/21	40/9	<b>agencies [1]</b> 106/4	94/4 118/21	60/14 60/17 61/1
121/23 133/4	<b>affect [1]</b> 122/13	<b>ago [5]</b> 14/6 21/19	<b>allowed [56]</b> 4/12	83/24 89/24 143/5
<b>Act [1]</b> 165/14	<b>affected [9]</b> 19/12	21/19 65/25 138/6	4/12 8/11 8/15 9/8	143/5
<b>acting [1]</b> 101/16	20/14 96/6 119/13	<b>agonising [1]</b> 147/2	9/15 9/23 9/25 10/10	<b>among [1]</b> 124/22
<b>activities [2]</b> 2/15	128/16 145/24 156/11	<b>agreed [8]</b> 44/12	10/19 10/25 12/17	<b>amongst [3]</b> 17/16
153/13	157/21 159/14	85/20 112/5 112/6	13/3 13/6 14/17 23/6	17/18 121/19
<b>activity [1]</b> 2/14	<b>affecting [2]</b> 141/6	122/21 122/22 133/18	23/8 24/7 29/21 30/16	<b>amount [3]</b> 75/4
<b>actual [2]</b> 149/11	157/20	133/19	30/20 33/2 53/22	116/17 153/19
161/17	<b>affects [1]</b> 118/5	<b>agreement [2]</b> 111/9	56/18 69/5 69/21 72/7	<b>anaemia [2]</b> 155/5
<b>actually [34]</b> 24/10	<b>affirmed [6]</b> 1/7	111/12	79/5 84/16 85/10	156/4
26/12 26/12 31/20	46/13 162/13 179/3	<b>ahead [3]</b> 107/23	85/19 91/8 92/10	<b>anger [7]</b> 75/5 119/3
54/19 55/14 58/14	179/7 179/21	134/9 135/8	92/14 92/22 105/18	119/14 121/5 121/16
61/21 66/3 69/23	<b>afford [2]</b> 33/25	<b>aim [2]</b> 102/2 137/18	108/15 113/21 114/25	154/19 158/1
74/14 75/24 76/8	41/16	<b>air [2]</b> 51/23 159/22	120/11 121/7 121/16	<b>angry [4]</b> 39/8 74/21
93/14 106/16 107/15	<b>afforded [2]</b> 21/23	<b>alarm [2]</b> 103/12	125/23 126/3 133/13	79/8 133/7
107/24 110/9 110/19	41/14	103/16	144/13 145/7 146/1	<b>anguish [1]</b> 124/21
112/18 113/22 120/6	<b>afraid [5]</b> 52/25 52/25	<b>alcohol [1]</b> 22/22	149/8 149/22 150/6	<b>annual [1]</b> 95/2
121/10 122/21 132/11	77/3 137/24 161/18	<b>alert [1]</b> 145/22	150/9 154/18 166/16	<b>another [15]</b> 11/16
134/7 144/20 149/15	<b>after [50]</b> 5/15 13/5	<b>alienated [1]</b> 93/1	169/1 171/21	13/24 16/23 17/22
153/10 153/19 154/2	19/12 20/21 22/2	<b>Alison's [1]</b> 128/6	<b>almost [4]</b> 14/2 15/4	24/19 42/24 80/16
155/25 160/11 161/5	22/16 23/25 24/6	<b>all [141]</b> 3/25 5/20	16/21 156/22	110/8 114/7 121/25
<b>acute [2]</b> 164/8 164/8	24/15 26/12 32/6	8/22 9/6 10/16 11/17	<b>alone [19]</b> 5/25 6/1	130/7 132/10 132/12
<b>adaptation [1]</b> 30/15	40/22 40/23 42/19	12/22 12/22 13/19	6/9 20/13 20/23 21/7	135/17 153/12
<b>add [4]</b> 136/14	49/22 53/17 53/24	13/23 14/9 14/11	50/11 50/13 64/22	<b>answer [5]</b> 6/23 12/4
174/22 176/20 177/13	54/21 63/11 64/20	14/14 14/19 16/3	72/10 72/23 77/9 80/9	61/25 62/2 148/1
<b>added [4]</b> 29/16	72/13 73/2 74/15 79/7	16/12 17/1 17/18	93/3 102/22 122/10	<b>answered [1]</b> 73/8
29/16 121/4 130/22	83/3 84/4 93/16 105/4	18/19 18/21 18/23	146/25 148/13 153/15	<b>answers [3]</b> 134/22
<b>addition [2]</b> 76/3	108/19 108/23 111/9	18/24 19/15 19/15	<b>along [3]</b> 18/25 99/20	173/5 173/16
81/24	114/6 114/14 120/5	19/19 21/5 22/5 23/4	130/7	<b>antibiotic [1]</b> 57/14
<b>additional [1]</b> 20/14	122/14 132/10 134/5	23/16 23/18 24/2	<b>already [7]</b> 6/21	<b>antibiotics [2]</b> 57/24
<b>additionally [1]</b> 126/19	139/6 143/17 146/7	24/13 26/21 27/19	41/19 41/23 90/15	86/17
<b>address [2]</b> 130/6	147/8 148/2 150/23	29/16 30/2 31/24 33/2	103/20 103/21 114/11	<b>anticipatory [1]</b> 41/7
136/19	151/2 157/3 160/7	34/5 34/12 35/14	<b>also [49]</b> 1/14 1/14	<b>antidepressants [1]</b> 128/12
	164/15 164/17 167/17	35/18 37/7 38/9 42/12	3/6 3/17 17/16 25/18	<b>Anwar [1]</b> 44/11
	168/7	43/24 43/25 44/5 44/9	32/9 48/16 50/25 59/8	<b>anxiety [9]</b> 6/16
	<b>aftermath [2]</b> 29/13	44/18 45/4 45/6 45/20	62/24 74/25 77/10	26/16 50/7 105/17
		46/1 46/2 48/23 53/3	78/18 82/25 87/11	116/17 128/11 130/19
		53/4 56/21 60/19	88/4 88/10 89/18 92/9	
			93/9 96/25 98/17	

<p><b>A</b></p> <p><b>anxiety...</b> [2] 156/9 174/5</p> <p><b>anxious</b> [5] 5/3 53/3 72/24 130/13 155/9</p> <p><b>any</b> [42] 5/7 17/20 18/11 34/17 46/23 49/15 52/22 60/21 66/9 66/10 66/21 68/25 71/24 73/21 84/25 86/13 94/25 97/11 103/17 105/19 106/20 113/17 115/5 116/20 120/4 120/8 123/13 125/10 130/1 131/15 136/22 145/8 153/23 157/9 161/19 165/8 165/20 166/17 167/23 168/22 173/14 174/8</p> <p><b>anybody</b> [5] 24/10 93/3 96/24 123/13 132/13</p> <p><b>anyone</b> [8] 18/14 21/20 74/10 97/24 115/4 119/20 137/13 166/12</p> <p><b>anything</b> [20] 22/25 27/17 27/23 34/24 73/14 81/10 85/4 87/24 90/7 96/14 104/10 116/23 123/14 136/14 136/15 137/16 155/11 168/12 172/3 176/19</p> <p><b>anyway</b> [7] 29/14 30/9 31/18 56/24 58/2 145/11 175/17</p> <p><b>anywhere</b> [1] 146/20</p> <p><b>apart</b> [4] 13/16 55/23 85/8 102/15</p> <p><b>apparently</b> [1] 54/4</p> <p><b>appeal</b> [1] 161/2</p> <p><b>appear</b> [2] 89/24 162/8</p> <p><b>appeared</b> [1] 62/24</p> <p><b>appendix</b> [1] 113/23</p> <p><b>appetite</b> [1] 55/22</p> <p><b>applauding</b> [1] 27/13</p> <p><b>Apple</b> [1] 88/4</p> <p><b>appointed</b> [1] 101/9</p> <p><b>appointment</b> [1] 50/18</p> <p><b>appointments</b> [2] 34/17 50/13</p> <p><b>appreciate</b> [4] 36/7 44/8 161/16 162/3</p> <p><b>appreciated</b> [1] 137/17</p> <p><b>approach</b> [1] 159/5</p> <p><b>approaching</b> [3] 166/1 166/2 166/10</p> <p><b>appropriate</b> [5] 80/17 91/12 127/20 150/3 176/1</p>	<p><b>approximately</b> [1] 100/14</p> <p><b>April</b> [5] 100/25 140/3 144/3 145/1 146/14</p> <p><b>apron</b> [1] 12/9</p> <p><b>are</b> [98] 1/17 2/8 2/16 2/17 2/22 5/23 5/24 9/18 14/7 14/18 14/22 15/16 17/8 18/24 19/19 19/20 19/21 21/13 27/22 29/12 30/2 32/8 35/24 39/17 41/18 43/3 43/7 44/7 44/14 46/24 56/13 62/19 63/23 63/25 72/12 77/17 77/20 79/8 79/11 81/24 84/25 88/24 89/11 90/13 90/14 96/8 96/13 96/23 97/6 98/19 102/9 110/16 112/2 112/3 112/4 115/7 116/13 117/15 119/5 119/16 127/17 127/23 128/2 129/14 129/15 130/2 132/15 135/18 148/9 148/10 148/18 150/15 153/25 156/11 156/16 156/17 156/18 157/17 158/11 158/18 158/24 159/7 159/8 159/20 159/20 159/25 160/5 160/23 161/1 163/2 163/4 173/15 175/3 175/9 175/12 176/16 176/18 178/6</p> <p><b>area</b> [1] 94/14</p> <p><b>areas</b> [2] 135/23 145/10</p> <p><b>aren't</b> [1] 128/3</p> <p><b>arguments</b> [1] 28/18</p> <p><b>arisen</b> [1] 125/23</p> <p><b>arm</b> [1] 90/6</p> <p><b>around</b> [25] 19/15 19/16 21/10 21/16 24/24 35/13 36/1 41/7 43/5 50/15 66/15 71/14 84/4 98/5 102/23 115/11 117/5 117/14 123/25 125/11 156/11 159/22 163/24 173/8 176/6</p> <p><b>arrange</b> [3] 114/20 128/13 158/2</p> <p><b>arranged</b> [3] 83/7 91/13 105/21</p> <p><b>arrangements</b> [3] 71/4 91/4 166/18</p> <p><b>arranging</b> [2] 23/17 91/22</p> <p><b>arrested</b> [1] 22/4</p> <p><b>arrive</b> [1] 103/12</p> <p><b>arrived</b> [3] 60/14 104/14 147/21</p>	<p><b>arthritis</b> [1] 141/15</p> <p><b>article</b> [1] 101/2</p> <p><b>as</b> [211]</p> <p><b>asap</b> [1] 137/7</p> <p><b>ascertain</b> [1] 61/10</p> <p><b>ask</b> [25] 32/4 48/1 50/25 53/11 61/9 68/16 68/25 71/3 88/20 91/2 91/10 95/9 102/12 108/21 113/6 113/17 136/21 137/8 152/17 158/12 160/24 168/1 168/3 173/11 173/12</p> <p><b>asked</b> [36] 10/3 11/4 23/9 50/19 58/15 61/3 64/21 65/10 72/15 84/14 85/5 86/5 87/19 105/24 106/18 107/20 107/20 108/14 108/17 109/14 109/22 111/24 112/12 113/12 166/2 166/21 167/3 168/14 169/3 169/5 170/13 170/20 171/1 171/10 171/16 172/23</p> <p><b>asking</b> [8] 8/2 82/3 82/6 85/16 89/14 171/10 174/19 174/22</p> <p><b>aspect</b> [1] 173/9</p> <p><b>aspects</b> [4] 96/6 103/6 153/4 174/3</p> <p><b>assessed</b> [1] 176/4</p> <p><b>assimilate</b> [1] 15/13</p> <p><b>assistance</b> [2] 74/19 157/9</p> <p><b>association</b> [1] 160/7</p> <p><b>assumed</b> [1] 106/14</p> <p><b>assure</b> [1] 167/4</p> <p><b>asthma</b> [1] 114/1</p> <p><b>at</b> [237]</p> <p><b>at all</b> [1] 76/10</p> <p><b>at page 23</b> [1] 12/25</p> <p><b>attached</b> [2] 31/3 136/10</p> <p><b>attacks</b> [1] 85/4</p> <p><b>attempt</b> [2] 123/16 173/23</p> <p><b>attend</b> [12] 28/16 28/22 30/17 50/13 72/7 89/14 92/14 114/22 147/3 149/23 171/21 171/25</p> <p><b>attended</b> [4] 28/18 47/3 172/10 172/11</p> <p><b>attending</b> [3] 29/7 46/16 174/9</p> <p><b>attention</b> [2] 117/8 142/25</p> <p><b>attitude</b> [2] 15/23 175/7</p> <p><b>attitudes</b> [2] 159/3 159/3</p> <p><b>audible</b> [1] 148/1</p> <p><b>audio</b> [1] 127/13</p> <p><b>aunt</b> [2] 30/11 120/3</p>	<p><b>authorised</b> [1] 112/9</p> <p><b>authorities</b> [4] 22/1 36/5 36/8 36/12</p> <p><b>automatically</b> [1] 91/19</p> <p><b>autonomous</b> [1] 2/4</p> <p><b>autonomy</b> [1] 28/14</p> <p><b>available</b> [9] 20/9 111/18 116/23 118/11 120/11 126/24 127/24 130/2 137/9</p> <p><b>avoid</b> [2] 16/22 137/13</p> <p><b>awaiting</b> [1] 173/23</p> <p><b>awake</b> [1] 61/13</p> <p><b>aware</b> [8] 49/3 58/25 66/23 82/23 88/23 119/13 166/9 166/10</p> <p><b>away</b> [37] 15/16 18/2 18/17 31/19 38/19 54/6 59/3 59/19 61/5 67/25 68/17 70/11 70/15 78/20 82/10 83/10 83/12 85/14 88/24 90/9 90/14 90/21 97/4 107/16 108/21 109/25 114/11 122/10 131/1 148/3 158/3 163/7 170/8 170/11 171/13 171/15 172/1</p> <p><b>awful</b> [8] 50/13 50/15 56/20 80/25 109/21 130/6 158/16 172/12</p>	<p><b>bank</b> [3] 37/16 73/5 73/18</p> <p><b>banks</b> [4] 36/10 37/12 39/9 39/19</p> <p><b>barely</b> [1] 121/9</p> <p><b>barrier</b> [1] 166/25</p> <p><b>based</b> [1] 135/23</p> <p><b>basic</b> [1] 113/2</p> <p><b>basically</b> [8] 45/21 50/12 59/4 86/12 89/1 90/5 121/12 159/1</p> <p><b>basis</b> [1] 159/8</p> <p><b>baton</b> [4] 42/17 43/9 43/14 161/6</p> <p><b>battle</b> [2] 132/10 135/17</p> <p><b>be</b> [217]</p> <p><b>bear</b> [3] 10/12 116/25 162/11</p> <p><b>bears</b> [3] 81/7 139/16 162/21</p> <p><b>beat</b> [2] 66/10 69/15</p> <p><b>became</b> [10] 2/4 7/2 7/3 82/23 101/3 151/19 152/3 153/11 155/9 155/15</p> <p><b>because</b> [138] 3/11 5/3 5/19 6/22 8/22 9/1 12/4 13/21 14/15 14/25 15/5 15/13 19/11 20/6 21/1 22/2 23/2 23/3 24/4 24/8 26/15 26/18 27/7 27/15 28/3 30/23 33/14 34/2 34/10 35/6 37/15 37/20 38/2 38/24 38/25 39/15 41/15 43/10 44/19 45/10 45/23 49/7 49/19 49/19 50/2 53/1 55/10 56/18 57/8 57/12 57/18 60/18 68/1 69/17 69/19 69/19 70/24 72/15 73/10 75/3 75/21 75/25 77/2 78/8 85/5 85/6 85/17 87/13 87/21 90/1 90/11 90/11 90/13 90/18 91/18 91/25 92/22 94/23 95/5 95/25 96/23 97/21 97/24 98/10 104/3 105/1 107/2 110/22 113/25 114/23 115/14 118/5 118/17 124/2 124/3 124/6 124/9 124/22 125/12 125/23 129/12 131/19 133/15 134/10 141/4 141/5 142/20 144/8 144/8 144/16 144/22 146/6 149/9 149/13 150/1 150/21 151/20 152/18 153/6 153/8 153/9 154/13 155/16 157/11 158/20</p>
--	--	--	---	---

<b>B</b>	174/16 175/17 176/6 177/18 177/19	135/18 136/10 136/19 137/9 149/12 154/22 158/22 168/21 169/21 169/23	165/7 <b>beyond</b> [4] 24/2 152/6 153/24 161/17 <b>big</b> [2] 77/14 97/9 <b>biggest</b> [2] 78/5 117/25 <b>bills</b> [2] 130/13 131/21 <b>binding</b> [1] 133/10 <b>biodegrades</b> [1] 149/3 <b>birthday</b> [1] 16/11 <b>bit</b> [18] 18/24 24/16 26/11 31/5 32/1 32/13 34/25 38/5 42/21 55/17 67/20 73/16 87/17 141/21 143/7 171/8 174/19 177/24 <b>bits</b> [1] 68/1 <b>bitten</b> [1] 57/11 <b>bittersweet</b> [1] 77/17 <b>bizarre</b> [2] 23/11 23/15 <b>Blackwell</b> [7] 1/3 3/18 12/21 33/10 41/5 99/16 139/2 <b>blame</b> [3] 5/21 18/20 65/17 <b>blanket</b> [1] 61/2 <b>blathered</b> [1] 69/18 <b>bleak</b> [1] 153/22 <b>blood</b> [5] 63/1 90/18 155/24 156/3 165/6 <b>blow</b> [1] 83/14 <b>blowing</b> [1] 23/10 <b>blub</b> [1] 45/9 <b>blubber</b> [1] 45/13 <b>board</b> [1] 45/23 <b>boards</b> [1] 9/12 <b>body</b> [11] 28/1 116/9 148/13 148/16 148/19 148/24 148/24 149/2 149/3 170/13 170/24 <b>book</b> [1] 42/24 <b>born</b> [2] 47/21 163/20 <b>borne</b> [1] 133/2 <b>boss</b> [1] 54/13 <b>boss's</b> [1] 54/16 <b>Boswell</b> [22] 46/11 46/13 46/15 46/18 47/3 47/4 48/1 58/14 60/7 64/6 65/25 67/5 68/16 70/15 71/3 73/20 75/20 78/11 79/12 97/15 97/18 179/7 <b>both</b> [31] 5/9 9/1 13/11 13/15 23/10 50/8 51/6 52/16 52/18 55/5 56/7 56/8 56/15 56/22 64/7 65/21 73/11 78/18 82/25 104/20 114/14 114/19 114/23 115/8 116/11 116/21 121/3 122/19	132/17 145/13 153/4 <b>bottom</b> [4] 25/19 25/19 26/4 39/6 <b>box</b> [4] 39/5 123/4 124/15 125/11 <b>brain</b> [1] 156/22 <b>brave</b> [2] 80/8 80/11 <b>breadwinner</b> [5] 34/3 129/21 129/23 130/17 130/25 <b>break</b> [5] 46/4 46/8 99/11 138/20 138/25 <b>breaking</b> [2] 9/22 116/10 <b>breast</b> [1] 49/21 <b>breath</b> [1] 24/17 <b>breathe</b> [1] 142/21 <b>breathing</b> [1] 156/22 <b>briefly</b> [1] 28/10 <b>brilliant</b> [1] 127/23 <b>bring</b> [3] 81/17 116/3 150/5 <b>bringing</b> [3] 115/20 115/21 116/16 <b>broad</b> [1] 102/2 <b>broke</b> [1] 56/22 <b>brother</b> [19] 8/12 10/16 10/17 10/18 10/20 24/7 24/8 24/11 26/25 30/6 115/3 145/17 146/19 146/21 147/3 147/7 147/13 150/5 154/6 <b>brother's</b> [1] 143/2 <b>brought</b> [1] 130/11 <b>Brown</b> [1] 82/7 <b>bubble</b> [1] 72/15 <b>bubbles</b> [1] 124/10 <b>build</b> [2] 93/21 159/18 <b>built</b> [1] 94/12 <b>bullied</b> [1] 93/14 <b>burden</b> [3] 6/22 29/17 38/18 <b>burial</b> [3] 148/9 148/13 151/2 <b>burials</b> [1] 124/18 <b>buried</b> [6] 25/22 29/24 125/14 125/15 148/21 149/2 <b>bury</b> [2] 25/24 125/17 <b>bus</b> [6] 75/10 75/13 75/15 75/15 75/16 75/17 <b>business</b> [1] 6/11 <b>businesses</b> [2] 39/9 39/14 <b>busy</b> [1] 174/7 <b>but</b> [205]
<b>because...</b> [13] 159/8 160/15 161/2 163/16 167/7 167/8 168/21 168/25 169/2 170/2 171/3 172/18 173/6 <b>become</b> [4] 105/24 128/16 159/25 175/15 <b>becomes</b> [1] 38/14 <b>becoming</b> [1] 152/23 <b>bed</b> [15] 56/15 56/16 56/23 57/1 57/5 57/6 66/15 70/9 77/1 83/14 106/24 107/25 108/20 110/18 146/5 <b>bedroom</b> [3] 58/11 83/9 83/16 <b>beds</b> [3] 109/19 112/15 114/5 <b>bedside</b> [2] 77/6 108/15 <b>been</b> [144] 2/13 2/14 2/15 3/20 4/18 5/20 9/1 9/8 9/20 10/8 11/21 15/2 15/3 15/8 16/10 16/24 18/9 18/14 20/16 21/17 22/24 22/25 24/9 25/17 27/25 30/24 34/3 34/6 34/21 34/25 41/10 41/14 43/4 43/25 44/1 44/2 44/3 44/17 47/10 47/14 49/5 49/21 50/7 51/16 54/17 57/11 66/7 66/13 66/17 66/21 71/13 73/21 76/3 77/14 78/7 79/6 79/13 80/25 82/14 89/22 89/22 90/2 90/2 90/11 90/15 90/16 92/20 92/22 92/25 93/25 96/1 96/25 97/22 98/16 98/25 101/6 104/16 105/14 106/12 107/20 107/21 109/8 109/10 109/11 109/17 110/2 110/5 111/4 112/21 115/6 115/21 117/25 118/3 119/11 119/13 122/3 122/4 122/22 123/15 127/11 127/23 127/25 128/12 133/1 133/19 134/6 136/17 136/18 137/11 137/18 139/6 139/7 140/5 144/19 144/23 147/9 147/23 148/2 149/8 151/8 154/4 154/13 154/14 154/17 154/23 157/10 157/21 159/16 160/14 160/15 160/17 160/19 163/17 165/16 169/17 169/19 170/5 171/4 171/12	<b>before</b> [39] 16/24 17/4 30/6 42/23 51/3 55/10 57/11 60/6 63/3 70/25 85/5 88/7 88/24 90/15 92/23 93/13 96/7 96/15 99/25 103/20 106/16 107/24 111/21 113/7 116/5 121/1 125/14 139/15 140/21 141/2 141/24 143/19 144/24 147/21 151/24 152/20 162/20 168/13 177/12 <b>began</b> [3] 100/17 103/11 141/23 <b>begged</b> [1] 10/16 <b>begin</b> [5] 1/4 81/4 119/21 139/11 162/15 <b>beginning</b> [4] 43/9 55/12 97/13 132/16 <b>behalf</b> [8] 1/17 2/25 43/3 44/9 100/9 100/11 169/17 169/20 <b>behaviour</b> [1] 158/19 <b>behavioural</b> [1] 76/9 <b>behind</b> [7] 2/14 2/21 27/1 27/6 27/9 42/4 117/18 <b>being</b> [88] 4/7 6/13 8/17 10/15 11/1 11/4 12/17 15/18 15/25 18/16 18/16 18/17 19/15 21/12 23/19 23/19 23/22 24/3 26/11 29/24 30/4 38/4 40/3 41/2 41/13 50/22 52/2 52/6 58/3 62/10 65/22 66/4 67/6 71/16 72/9 73/8 73/9 74/8 76/15 77/11 78/25 79/5 80/8 85/1 85/2 85/8 85/24 89/3 89/20 91/17 91/21 93/2 95/18 97/2 97/7 98/9 98/9 100/23 104/18 105/4 107/13 109/1 112/21 113/2 113/8 119/12 120/19 121/20 125/17 127/9 130/21 132/4 134/22 136/23 141/8 143/11 145/21 146/3 146/24 148/12 155/5 157/19 157/22 172/4 173/7 174/3 174/16 174/19 <b>Belfast</b> [1] 137/2 <b>belief</b> [6] 15/12 46/25 81/25 100/6 139/21 163/3 <b>believe</b> [24] 49/4 49/6 70/23 72/14 87/4 92/21 111/14 113/23 114/10 114/12 114/16 114/17 115/17 117/21	<b>believed</b> [6] 8/23 28/6 104/8 140/20 154/21 154/21 <b>believing</b> [1] 119/11 <b>belongings</b> [3] 15/17 15/18 18/17 <b>below</b> [1] 109/11 <b>beneficial</b> [1] 175/18 <b>benefited</b> [1] 167/20 <b>benefits</b> [2] 94/5 131/15 <b>bent</b> [1] 58/8 <b>bereaved</b> [67] 1/18 1/24 2/5 2/25 3/21 3/24 4/14 7/24 8/7 12/25 16/24 17/6 18/14 20/4 20/18 21/18 25/2 25/9 26/5 28/12 28/13 34/20 39/7 39/12 39/13 42/16 43/4 45/6 45/6 45/20 95/9 97/7 98/4 98/7 100/10 100/13 101/17 118/14 119/8 119/23 120/3 120/17 120/20 120/24 121/6 123/10 123/20 124/22 125/1 125/9 128/4 128/25 130/15 130/23 131/6 131/11 132/15 136/8 137/4 137/14 152/13 152/16 154/7 154/24 160/20 174/3 175/2 <b>bereavement</b> [36] 2/8 14/4 14/5 14/19 17/24 18/4 18/11 19/7 20/6 29/13 32/17 33/8 33/17 33/24 34/16 37/7 38/4 39/10 39/18 40/22 40/24 41/1 116/20 126/11 126/23 128/22 128/24 129/17 131/4 131/16 131/20 136/6 136/10 152/17 154/15 154/16 <b>beside</b> [1] 69/7 <b>best</b> [23] 4/3 8/23 18/21 18/21 21/25 46/1 46/24 78/19 81/25 92/2 99/3 100/5 104/8 104/13 115/7 117/11 118/2 118/3 134/6 137/19 139/20 147/25 163/2 <b>better</b> [8] 32/2 42/12 67/18 107/15 129/15 136/1 136/3 166/12 <b>between</b> [12] 2/17 13/22 28/21 52/17 54/6 65/7 71/15 84/16 143/11 143/14 148/13		
<b>C</b>			<b>cab</b> [2] 51/6 52/16 <b>cake</b> [1] 22/22 <b>call</b> [37] 6/24 6/24 8/8 9/17 10/7 29/24 33/6 38/7 56/3 58/15	

<p><b>C</b></p> <p><b>call...</b> [27] 61/14 62/14 63/20 68/19 74/15 78/21 80/21 85/23 86/2 87/21 88/5 88/6 88/12 89/14 104/18 104/20 107/10 109/3 114/7 114/10 114/18 127/14 142/1 147/5 156/3 166/22 170/9</p> <p><b>called</b> [10] 11/24 17/10 30/6 60/8 65/1 65/1 90/11 90/16 107/19 109/23</p> <p><b>calling</b> [2] 106/3 153/18</p> <p><b>calls</b> [5] 61/15 62/25 66/19 110/10 132/22</p> <p><b>calm</b> [6] 12/7 65/8 65/9 85/9 160/21 160/22</p> <p><b>came</b> [27] 10/1 12/14 23/7 23/24 24/15 53/9 54/4 55/24 56/8 56/21 58/13 60/16 61/1 63/11 69/10 70/24 70/25 75/10 83/1 83/10 83/12 83/14 96/20 100/23 133/4 140/21 166/24</p> <p><b>campaign</b> [3] 28/13 100/17 102/4</p> <p><b>campaigned</b> [1] 101/19</p> <p><b>can</b> [61] 8/16 11/5 16/1 17/5 17/19 19/17 24/17 24/18 25/18 26/4 26/14 28/11 33/18 35/12 37/8 42/17 46/12 46/23 47/13 50/8 50/20 50/20 50/25 52/13 53/20 57/20 61/9 77/20 79/13 80/10 80/11 81/4 81/21 81/24 82/5 93/1 94/19 95/24 100/2 104/1 106/19 106/19 106/22 106/25 118/12 118/16 123/5 123/19 125/7 129/14 133/12 137/16 138/16 139/17 147/6 154/14 160/15 162/23 162/25 163/1 174/12</p> <p><b>can't</b> [24] 27/4 27/6 27/19 27/20 33/20 35/16 43/13 50/10 65/6 65/7 65/12 65/13 65/13 78/7 80/2 80/4 87/25 95/23 119/21 122/18 133/6 170/6 176/23 177/1</p> <p><b>Canada</b> [1] 31/21</p> <p><b>cancer</b> [4] 49/22</p>	<p>50/11 50/14 75/21</p> <p><b>candour</b> [1] 159/2</p> <p><b>cannot</b> [2] 41/16 118/14</p> <p><b>cannula</b> [1] 88/15</p> <p><b>capacity</b> [2] 33/12 112/14</p> <p><b>capture</b> [1] 120/14</p> <p><b>car</b> [3] 108/16 108/16 114/18</p> <p><b>card</b> [2] 37/18 167/14</p> <p><b>cardholder</b> [1] 37/21</p> <p><b>care</b> [49] 3/16 4/10 4/12 4/14 5/4 6/1 6/18 6/22 7/13 9/12 11/14 12/11 24/10 24/11 35/10 40/10 41/7 41/11 41/14 68/12 84/5 106/22 106/25 109/4 109/7 118/3 121/1 121/22 121/24 122/24 130/14 131/14 133/12 136/1 153/9 164/12 164/12 164/21 169/4 169/9 169/21 171/4 173/3 174/15 174/20 176/1 176/6 176/22 177/1</p> <p><b>cared</b> [2] 11/13 163/20</p> <p><b>careful</b> [1] 143/11</p> <p><b>carer</b> [2] 163/22 169/22</p> <p><b>carers</b> [7] 105/21 105/25 106/1 106/2 106/21 107/14 163/17</p> <p><b>carried</b> [3] 54/10 54/23 120/18</p> <p><b>carry</b> [1] 126/9</p> <p><b>carrying</b> [2] 45/15 158/1</p> <p><b>cars</b> [1] 27/10</p> <p><b>case</b> [6] 3/16 30/9 53/9 59/14 74/1 114/16</p> <p><b>cases</b> [2] 25/23 135/7</p> <p><b>casket</b> [2] 116/11 170/25</p> <p><b>cast</b> [1] 4/11</p> <p><b>cat</b> [1] 57/11</p> <p><b>catch</b> [1] 143/17</p> <p><b>categories</b> [1] 49/1</p> <p><b>category</b> [3] 4/2 10/18 79/7</p> <p><b>caught</b> [1] 168/5</p> <p><b>cause</b> [3] 2/13 26/16 103/16</p> <p><b>caused</b> [9] 26/18 28/18 28/24 73/16 105/16 127/1 128/16 128/17 130/18</p> <p><b>causes</b> [2] 94/2 103/22</p> <p><b>caution</b> [1] 141/22</p> <p><b>cautious</b> [2] 174/8</p>	<p>174/17</p> <p><b>CCTV</b> [1] 167/3</p> <p><b>celebrants</b> [1] 23/18</p> <p><b>celebrate</b> [1] 172/4</p> <p><b>cemeteries</b> [1] 149/17</p> <p><b>cemetery</b> [4] 25/24 149/12 150/1 150/12</p> <p><b>cent</b> [4] 55/22 66/18 76/13 78/8</p> <p><b>centre</b> [2] 21/21 38/7</p> <p><b>centred</b> [1] 115/11</p> <p><b>ceremonies</b> [2] 20/21 124/19</p> <p><b>ceremony</b> [3] 26/2 30/21 125/22</p> <p><b>certain</b> [5] 3/7 40/12 135/14 150/15 153/25</p> <p><b>certainly</b> [3] 37/22 121/21 121/23</p> <p><b>certificate</b> [2] 70/16 91/20</p> <p><b>chair</b> [1] 61/2</p> <p><b>challenges</b> [1] 39/10</p> <p><b>chance</b> [2] 92/15 114/3</p> <p><b>change</b> [8] 10/8 42/19 43/2 43/13 45/25 79/8 121/15 159/4</p> <p><b>changed</b> [8] 19/2 26/15 52/14 52/18 99/2 107/2 135/3 160/11</p> <p><b>changes</b> [4] 18/12 18/13 85/14 153/23</p> <p><b>changing</b> [2] 19/23 130/15</p> <p><b>channel</b> [1] 154/19</p> <p><b>channels</b> [1] 166/1</p> <p><b>chaotic</b> [2] 34/4 104/11</p> <p><b>chaplain</b> [1] 69/4</p> <p><b>chapter</b> [1] 42/24</p> <p><b>charge</b> [1] 35/17</p> <p><b>charity</b> [2] 93/18 129/4</p> <p><b>chat</b> [3] 50/19 50/21 144/6</p> <p><b>chemotherapy</b> [3] 49/23 50/2 56/25</p> <p><b>Chief</b> [2] 9/5 135/1</p> <p><b>child</b> [4] 47/20 47/24 82/24 177/25</p> <p><b>childhood</b> [1] 47/14</p> <p><b>children</b> [23] 4/1 13/18 64/18 65/10 65/11 65/14 68/2 68/4 71/24 72/15 73/13 77/21 108/17 128/16 129/25 130/4 136/8 140/10 163/25 164/1 164/16 172/9 177/23</p> <p><b>children's</b> [4] 67/9 78/18 79/3 130/20</p> <p><b>chocolates</b> [1] 85/15</p>	<p><b>choice</b> [13] 13/20 13/22 25/7 25/23 26/14 26/24 28/14 29/17 48/15 66/1 146/18 146/21 167/9</p> <p><b>choose</b> [4] 22/13 28/18 28/23 29/3</p> <p><b>Choosing</b> [1] 30/4</p> <p><b>Christmas</b> [1] 103/9</p> <p><b>Christmas 2019</b> [1] 103/9</p> <p><b>chronic</b> [3] 4/21 16/18 156/21</p> <p><b>circled</b> [1] 21/16</p> <p><b>circumstances</b> [21] 4/3 8/24 9/8 18/15 26/16 36/7 94/18 102/18 102/23 105/13 108/7 115/5 117/21 118/22 125/4 135/14 149/7 151/9 152/13 172/5 172/18</p> <p><b>citrate</b> [2] 165/1 165/3</p> <p><b>claimed</b> [2] 110/7 110/7</p> <p><b>clarity</b> [2] 59/21 104/12</p> <p><b>class</b> [1] 172/11</p> <p><b>cleaned</b> [1] 51/15</p> <p><b>clear</b> [12] 2/4 40/14 40/19 41/18 59/8 71/8 103/25 113/16 136/2 146/8 149/16 152/23</p> <p><b>clergy</b> [1] 152/11</p> <p><b>clientele</b> [1] 166/12</p> <p><b>clinical</b> [3] 5/6 6/7 15/19</p> <p><b>clinicians</b> [1] 40/20</p> <p><b>clock</b> [1] 12/5</p> <p><b>close</b> [8] 13/23 37/15 47/11 51/20 53/25 123/22 163/16 176/23</p> <p><b>closed</b> [4] 37/15 38/24 151/12 170/25</p> <p><b>closely</b> [2] 86/18 157/19</p> <p><b>closer</b> [1] 177/2</p> <p><b>closing</b> [4] 42/24 43/17 177/15 178/8</p> <p><b>closure</b> [4] 171/2 172/7 173/17 173/23</p> <p><b>cloth</b> [1] 94/7</p> <p><b>clothes</b> [4] 53/5 85/14 92/10 125/10</p> <p><b>clothing</b> [1] 125/13</p> <p><b>Club</b> [2] 140/8 141/3</p> <p><b>co</b> [1] 44/11</p> <p><b>coach</b> [1] 72/1</p> <p><b>coached</b> [1] 143/2</p> <p><b>coffin</b> [12] 14/23 27/1 27/7 27/13 29/20 29/20 29/21 29/25 71/5 79/6 149/2 149/12</p> <p><b>cognitive</b> [1] 76/9</p>	<p><b>coherent</b> [1] 86/14</p> <p><b>cold</b> [3] 121/4 126/18 175/9</p> <p><b>colleague</b> [3] 53/13 53/16 54/23</p> <p><b>colleagues</b> [5] 4/13 15/7 19/5 44/7 116/4</p> <p><b>collective</b> [1] 44/9</p> <p><b>coma</b> [2] 66/24 90/4</p> <p><b>come</b> [50] 5/7 8/10 8/11 10/3 10/4 10/6 10/9 13/8 21/20 21/20 22/1 22/13 22/22 30/7 31/18 33/9 43/22 43/22 53/4 55/10 55/17 57/14 60/18 65/5 68/25 76/14 83/8 84/14 85/6 86/5 86/24 87/7 89/3 97/10 97/20 102/8 106/14 106/20 106/21 107/20 114/18 115/19 123/24 124/4 125/5 139/24 143/6 159/15 173/5 175/13</p> <p><b>comes</b> [5] 34/8 68/12 78/2 161/15 176/8</p> <p><b>comfort</b> [8] 5/18 6/10 8/13 66/5 74/4 115/21 119/4 148/4</p> <p><b>comfortable</b> [1] 117/4</p> <p><b>comfortably</b> [1] 17/20</p> <p><b>comforter</b> [1] 64/3</p> <p><b>comforting</b> [2] 6/12 31/23</p> <p><b>coming</b> [18] 9/18 21/4 22/16 58/3 58/4 59/5 69/11 69/13 72/9 81/3 95/1 99/8 99/20 124/6 138/2 138/3 141/3 156/17</p> <p><b>comment</b> [2] 91/10 101/3</p> <p><b>commenting</b> [1] 2/18</p> <p><b>comments</b> [5] 2/9 7/20 43/17 118/21 175/9</p> <p><b>committee</b> [1] 1/20</p> <p><b>common</b> [6] 17/19 22/19 30/15 40/11 127/11 132/12</p> <p><b>communicate</b> [3] 3/14 14/8 105/5</p> <p><b>communicating</b> [1] 84/18</p> <p><b>communication</b> [9] 3/11 6/18 62/3 62/7 84/22 105/6 135/25 168/11 168/18</p> <p><b>communications</b> [2] 136/20 153/2</p> <p><b>communities</b> [1] 102/1</p> <p><b>community</b> [7] 123/25 152/3 152/10</p>
--	--	--	---	--

<b>C</b>	<b>confusing [3]</b> 110/21 117/6 117/10	119/22	67/25 69/19 71/12	16/6 16/9 16/25 17/6
<b>community... [4]</b> 152/11 152/14 153/15 153/20	<b>confusion [2]</b> 103/3 110/17	<b>continuing [1]</b> 124/21	72/24 77/6 79/8 85/6 86/5 86/7 89/19 92/2 96/16 106/12 107/24 109/14 111/21 115/14 119/3 120/21 121/24 124/14 126/18 127/12 127/20 131/23 133/5 136/21 144/22 146/7 146/15 148/14 148/16 148/22 149/5 151/7 153/16 159/21 164/15 166/2 167/2 167/3 167/3 167/22 170/13 170/20 171/1 171/11 171/16	18/22 22/3 24/9 25/13 28/12 29/18 42/16 43/4 45/6 49/8 49/19 51/11 51/15 51/25 53/17 53/17 54/1 54/12 54/19 56/5 56/24 70/16 70/22 80/5 82/11 82/22 82/23 83/3 93/13 93/22 94/1 94/25 95/9 96/5 96/6 96/7 97/1 97/4 97/6 97/7 97/16 97/22 100/10 100/13 100/15 101/25 102/19 103/4 103/11 106/6 106/10 107/8 107/21 115/17 117/5 117/16 118/10 118/14 123/25 127/1 127/3 128/4 128/25 129/24 136/8 140/2 140/21 141/23 142/15 142/22 149/13 152/10 152/17 154/7 154/15 154/23 155/18 156/2 156/10 156/12 156/13 156/16 157/5 157/12 157/19 163/7 168/5 173/1 173/8 174/3 174/5 174/13 175/7 175/9 175/12 175/13 175/16
<b>companies [7]</b> 36/9 36/12 36/15 38/4 38/20 39/9 40/25	<b>connect [1]</b> 87/24	<b>contracted [4]</b> 4/25 5/9 82/22 117/16	<b>couldn't [53]</b> 5/5 5/5 5/6 7/7 7/8 10/20 14/15 23/23 27/14 27/15 29/8 29/19 29/20 29/22 31/15 32/19 34/24 50/17 60/20 63/1 70/8 70/8 71/14 71/14 72/14 87/24 88/16 88/17 90/5 91/25 93/2 112/12 113/15 113/17 121/18 125/10 126/9 134/3 134/3 142/18 142/18 142/21 148/5 149/10 149/11 150/14 155/16 167/1 168/15 170/18 170/24 172/1 172/8	51/11 51/15 51/25 53/17 53/17 54/1 54/12 54/19 56/5 56/24 70/16 70/22 80/5 82/11 82/22 82/23 83/3 93/13 93/22 94/1 94/25 95/9 96/5 96/6 96/7 97/1 97/4 97/6 97/7 97/16 97/22 100/10 100/13 100/15 101/25 102/19 103/4 103/11 106/6 106/10 107/8 107/21 115/17 117/5 117/16 118/10 118/14 123/25 127/1 127/3 128/4 128/25 129/24 136/8 140/2 140/21 141/23 142/15 142/22 149/13 152/10 152/17 154/7 154/15 154/23 155/18 156/2 156/10 156/12 156/13 156/16 157/5 157/12 157/19 163/7 168/5 173/1 173/8 174/3 174/5 174/13 175/7 175/9 175/12 175/13 175/16
<b>company [1]</b> 48/7	<b>connected [3]</b> 17/22 154/8 157/19	<b>contracting [1]</b> 51/11	<b>counsel [16]</b> 1/8 43/25 44/5 44/7 44/13 46/14 80/24 99/21 139/10 162/14 179/4 179/8 179/11 179/14 179/18 179/22	<b>Covid-19 [12]</b> 1/24 82/11 100/15 101/25 103/4 103/11 117/5 128/25 140/2 141/23 163/7 174/5
<b>compassion [4]</b> 12/11 40/2 40/11 126/19	<b>connection [1]</b> 78/24	<b>contradictions [1]</b> 134/10	<b>counselor [3]</b> 19/13 33/1 33/5	<b>Covid-specific [1]</b> 118/10
<b>compassionate [3]</b> 37/5 44/1 44/17	<b>connectivity [1]</b> 34/23	<b>contradictory [2]</b> 122/20 133/17	<b>countries [1]</b> 31/1	<b>CPAP [3]</b> 7/8 62/15 144/1
<b>complaint [1]</b> 41/2	<b>conscious [3]</b> 2/16 2/22 12/19	<b>contributed [1]</b> 120/23	<b>country [4]</b> 9/6 25/4 25/10 121/23	<b>crack [1]</b> 140/14
<b>complaints [3]</b> 42/1 42/3 134/16	<b>consent [1]</b> 41/11	<b>contributors [9]</b> 20/20 25/23 39/7 39/11 119/2 121/5 123/4 123/6 124/17	<b>couple [8]</b> 17/4 21/8 55/23 61/15 104/16 109/16 123/2 145/21	<b>cramps [1]</b> 56/1
<b>complete [2]</b> 11/11 16/20	<b>consequence [2]</b> 2/8 27/23	<b>control [2]</b> 63/2 134/19	<b>counsellor [3]</b> 19/13 33/1 33/5	<b>crawl [1]</b> 146/4
<b>completely [4]</b> 29/4 40/11 144/16 145/10	<b>consequences [3]</b> 17/24 123/1 148/7	<b>controlled [3]</b> 48/20 48/22 114/2	<b>course [15]</b> 2/9 3/4 11/18 19/5 32/10 43/20 102/17 105/18 112/24 122/1 135/11 137/19 141/24 161/8 164/20	<b>created [3]</b> 22/14 116/9 153/15
<b>completes [2]</b> 177/14 178/7	<b>consider [2]</b> 40/19 132/25	<b>conversation [22]</b> 9/18 16/20 41/20 43/1 54/15 57/16 65/3 65/6 65/7 65/22 68/7 68/11 78/22 88/21 88/23 88/25 106/11 106/18 108/13 108/18 108/24 110/6	<b>creativity [1]</b> 34/25	<b>credit [1]</b> 37/18
<b>complex [5]</b> 92/21 93/6 135/7 157/24 169/15	<b>consideration [2]</b> 136/4 136/7	<b>converse [1]</b> 108/11	<b>cremated [2]</b> 25/22 26/13	<b>cremation [2]</b> 25/25 26/6
<b>compliant [1]</b> 154/2	<b>considered [3]</b> 27/7 41/15 98/16	<b>cope [1]</b> 80/11	<b>cremations [1]</b> 124/19	<b>crematorium [1]</b> 29/7
<b>complicated [1]</b> 155/15	<b>consistency [3]</b> 9/11 9/12 121/24	<b>coping [5]</b> 76/11 80/7 85/1 129/19 130/3	<b>crude [1]</b> 114/4	<b>crucial [1]</b> 114/4
<b>comply [1]</b> 151/21	<b>consistent [2]</b> 121/21 136/2	<b>copy [5]</b> 81/6 81/11 91/19 99/25 139/15	<b>Cruse [1]</b> 32/22	<b>cry [1]</b> 45/3
<b>compose [1]</b> 10/3	<b>consistently [1]</b> 44/17	<b>cord [2]</b> 29/25 30/2	<b>crying [2]</b> 50/16 65/8	<b>cuddle [1]</b> 93/3
<b>compounded [1]</b> 6/17	<b>console [1]</b> 65/23	<b>core [1]</b> 178/8	<b>culinary [1]</b> 22/17	<b>cultural [2]</b> 124/20 136/4
<b>concern [1]</b> 49/18	<b>constant [2]</b> 27/4 156/23	<b>corner [1]</b> 101/25	<b>cultural [2]</b> 124/20 136/4	<b>culture [1]</b> 115/10
<b>concerned [9]</b> 33/5 41/13 49/25 55/2 55/5 111/3 141/5 149/21 157/6	<b>constraint [1]</b> 24/4	<b>coroner [5]</b> 135/1 135/13 172/20 172/23 173/6	<b>cup [2]</b> 21/4 23/14	
<b>concerning [1]</b> 53/12	<b>consultant [2]</b> 87/6 169/25	<b>coronial [1]</b> 135/2		
<b>concerns [3]</b> 50/22 127/4 134/16	<b>consulting [1]</b> 98/5	<b>correct [12]</b> 2/1 2/6 3/18 49/17 51/8 105/12 105/23 115/16 116/19 165/10 165/15 171/24		
<b>conclude [1]</b> 96/2	<b>consuming [1]</b> 19/15	<b>cost [1]</b> 31/3		
<b>concluding [1]</b> 96/15	<b>contact [28]</b> 3/10 3/14 4/7 6/16 7/1 7/22 14/16 20/9 24/14 29/6 32/25 33/1 35/1 37/12 51/20 61/14 62/11 74/3 101/4 115/11 143/14 144/5 165/19 166/17 166/18 166/23 166/24 167/1	<b>couch [1]</b> 83/11		
<b>condition [14]</b> 41/16 56/10 60/13 64/8 86/10 108/25 111/10 141/16 142/7 146/13 155/4 164/4 164/25 176/11	<b>contacted [3]</b> 26/9 157/4 166/20	<b>coughing [2]</b> 142/18 144/9		
<b>conditions [6]</b> 4/22 16/13 16/19 79/21 168/1 176/12	<b>contacting [1]</b> 38/11	<b>could [89]</b> 4/3 5/23 7/4 7/5 7/25 8/3 8/23 10/3 10/4 10/6 10/15 10/23 11/6 11/6 11/7 13/20 13/21 18/21 19/25 25/17 28/16 28/22 30/23 31/24 33/4 33/25 33/25 38/1 44/23 46/17 50/16 51/13 54/14 54/16 58/2 62/13 63/9 64/24 65/10 66/19 67/2		
<b>conducted [1]</b> 28/17	<b>contacts [1]</b> 33/3	<b>could [89]</b> 4/3 5/23 7/4 7/5 7/25 8/3 8/23 10/3 10/4 10/6 10/15 10/23 11/6 11/6 11/7 13/20 13/21 18/21 19/25 25/17 28/16 28/22 30/23 31/24 33/4 33/25 33/25 38/1 44/23 46/17 50/16 51/13 54/14 54/16 58/2 62/13 63/9 64/24 65/10 66/19 67/2		
<b>conducting [1]</b> 91/23	<b>contaminated [1]</b> 15/19	<b>could [89]</b> 4/3 5/23 7/4 7/5 7/25 8/3 8/23 10/3 10/4 10/6 10/15 10/23 11/6 11/6 11/7 13/20 13/21 18/21 19/25 25/17 28/16 28/22 30/23 31/24 33/4 33/25 33/25 38/1 44/23 46/17 50/16 51/13 54/14 54/16 58/2 62/13 63/9 64/24 65/10 66/19 67/2		
<b>confidence [2]</b> 128/15 174/15	<b>content [3]</b> 14/22 108/5 132/25	<b>could [89]</b> 4/3 5/23 7/4 7/5 7/25 8/3 8/23 10/3 10/4 10/6 10/15 10/23 11/6 11/6 11/7 13/20 13/21 18/21 19/25 25/17 28/16 28/22 30/23 31/24 33/4 33/25 33/25 38/1 44/23 46/17 50/16 51/13 54/14 54/16 58/2 62/13 63/9 64/24 65/10 66/19 67/2		
<b>confident [1]</b> 68/4	<b>contents [2]</b> 81/24 163/1	<b>could [89]</b> 4/3 5/23 7/4 7/5 7/25 8/3 8/23 10/3 10/4 10/6 10/15 10/23 11/6 11/6 11/7 13/20 13/21 18/21 19/25 25/17 28/16 28/22 30/23 31/24 33/4 33/25 33/25 38/1 44/23 46/17 50/16 51/13 54/14 54/16 58/2 62/13 63/9 64/24 65/10 66/19 67/2		
<b>confirm [10]</b> 46/23 81/21 81/24 100/2 108/5 110/18 139/17 162/23 162/25 163/1	<b>context [1]</b> 3/19	<b>could [89]</b> 4/3 5/23 7/4 7/5 7/25 8/3 8/23 10/3 10/4 10/6 10/15 10/23 11/6 11/6 11/7 13/20 13/21 18/21 19/25 25/17 28/16 28/22 30/23 31/24 33/4 33/25 33/25 38/1 44/23 46/17 50/16 51/13 54/14 54/16 58/2 62/13 63/9 64/24 65/10 66/19 67/2		
<b>confirmation [1]</b> 111/15	<b>contextually [1]</b> 4/5	<b>could [89]</b> 4/3 5/23 7/4 7/5 7/25 8/3 8/23 10/3 10/4 10/6 10/15 10/23 11/6 11/6 11/7 13/20 13/21 18/21 19/25 25/17 28/16 28/22 30/23 31/24 33/4 33/25 33/25 38/1 44/23 46/17 50/16 51/13 54/14 54/16 58/2 62/13 63/9 64/24 65/10 66/19 67/2		
<b>confrontation [1]</b> 75/10	<b>continue [8]</b> 43/11 63/23 89/11 94/4 104/17 123/6 133/8 174/9	<b>could [89]</b> 4/3 5/23 7/4 7/5 7/25 8/3 8/23 10/3 10/4 10/6 10/15 10/23 11/6 11/6 11/7 13/20 13/21 18/21 19/25 25/17 28/16 28/22 30/23 31/24 33/4 33/25 33/25 38/1 44/23 46/17 50/16 51/13 54/14 54/16 58/2 62/13 63/9 64/24 65/10 66/19 67/2		
<b>confused [1]</b> 62/25	<b>continued [5]</b> 104/15 104/24 146/13 154/3 165/7	<b>could [89]</b> 4/3 5/23 7/4 7/5 7/25 8/3 8/23 10/3 10/4 10/6 10/15 10/23 11/6 11/6 11/7 13/20 13/21 18/21 19/25 25/17 28/16 28/22 30/23 31/24 33/4 33/25 33/25 38/1 44/23 46/17 50/16 51/13 54/14 54/16 58/2 62/13 63/9 64/24 65/10 66/19 67/2		

<b>C</b>	61/13 63/12 66/19 71/11 77/23 83/2 86/24 87/15 91/20 92/18 102/14 114/6 116/5 142/11 143/17 146/11 147/20 153/22	<b>deliveries [2]</b> 48/7 51/4 <b>demand [1]</b> 32/24 <b>demand [2]</b> 11/25 12/1 <b>dementia [1]</b> 160/12 <b>demographic [1]</b> 102/2 <b>demonstrated [1]</b> 137/8 <b>demonstrates [1]</b> 134/21 <b>denied [6]</b> 6/14 11/15 87/20 116/11 125/6 171/17 <b>dependency [1]</b> 84/4 <b>dependent [2]</b> 9/13 175/15 <b>Depends [1]</b> 177/25 <b>depressed [3]</b> 155/9 156/8 156/24 <b>depression [4]</b> 93/17 122/14 128/11 156/7 <b>describe [31]</b> 6/19 42/16 42/17 50/8 56/9 72/9 72/25 88/11 88/21 88/25 91/16 101/20 103/1 104/18 117/2 119/21 128/6 140/3 140/13 145/13 146/3 146/18 150/14 152/5 152/12 155/10 156/20 157/21 163/9 165/19 172/18 <b>described [15]</b> 3/20 8/1 9/1 16/1 32/8 52/12 54/9 55/11 65/21 67/5 103/12 114/15 129/19 130/12 160/20 <b>describes [1]</b> 122/20 <b>describing [2]</b> 15/8 136/24 <b>description [1]</b> 127/13 <b>deserve [1]</b> 43/13 <b>deserved [4]</b> 28/8 92/4 102/21 172/14 <b>desperate [1]</b> 128/2 <b>desperately [1]</b> 78/24 <b>despite [2]</b> 18/21 147/20 <b>destroyed [1]</b> 116/16 <b>detail [1]</b> 173/8 <b>details [3]</b> 29/6 73/6 133/14 <b>detained [4]</b> 165/13 165/16 165/18 172/19 <b>deteriorated [5]</b> 56/10 64/8 142/12 155/7 165/12 <b>deteriorating [2]</b> 107/11 155/4 <b>deterioration [2]</b> 5/6 15/14 <b>determined [1]</b>	132/22 <b>devastated [1]</b> 119/5 <b>devastating [4]</b> 73/21 79/13 140/19 148/6 <b>devastation [1]</b> 79/15 <b>development [3]</b> 30/23 135/24 136/5 <b>device [2]</b> 88/4 166/21 <b>devil [1]</b> 5/12 <b>devolved [3]</b> 2/22 43/11 102/5 <b>diabetes [4]</b> 48/16 49/8 49/16 70/17 <b>diagnosed [7]</b> 49/21 75/25 92/20 106/16 155/5 156/8 164/3 <b>diagnosis [2]</b> 48/23 164/6 <b>dialysis [1]</b> 89/18 <b>diary [2]</b> 61/22 61/23 <b>did [105]</b> 1/12 5/21 7/25 9/9 14/21 14/25 16/7 16/14 17/7 21/6 23/5 26/16 26/20 31/18 33/7 33/15 38/1 38/17 39/9 41/22 42/8 47/7 47/24 48/6 48/18 48/19 49/10 52/24 53/1 55/7 55/19 56/6 58/13 60/21 64/8 68/20 68/23 68/24 70/7 73/4 74/20 76/8 76/9 76/13 76/20 77/1 83/2 85/23 86/2 86/24 89/24 102/20 103/13 103/18 104/12 108/23 109/3 109/5 111/1 112/25 114/1 114/19 114/24 116/20 123/22 123/23 124/18 126/2 127/8 131/7 132/6 132/20 132/21 132/24 133/2 133/9 133/16 135/8 135/11 140/21 141/8 142/2 142/11 142/25 144/15 148/3 153/3 153/3 153/5 163/23 164/7 164/8 164/10 165/9 165/16 165/22 167/9 167/16 167/18 168/10 170/8 170/15 171/14 177/8 177/11 <b>didn't [82]</b> 1/25 5/22 11/17 13/3 15/22 18/20 23/2 23/3 24/14 27/14 28/7 30/8 30/8 37/22 42/10 49/24 54/11 56/4 56/17 56/24 56/25 57/9 58/8 58/23 59/2 59/3 61/24 62/12 65/19 67/25 68/25 69/22 69/23 70/13 70/25 74/23 75/16 75/17 79/1	81/12 81/17 83/4 94/12 95/16 98/7 98/20 102/21 103/18 106/14 107/2 112/24 115/4 116/22 120/12 121/9 125/3 130/20 131/20 133/7 141/19 141/20 143/9 144/1 144/18 146/6 146/7 146/23 150/2 151/21 151/24 165/3 165/8 167/15 167/21 168/6 168/19 170/14 171/11 172/25 173/8 177/12 177/12 <b>die [5]</b> 14/21 22/20 118/1 121/8 124/4 <b>died [60]</b> 4/25 5/14 5/25 5/25 6/8 8/8 10/7 10/11 11/10 13/5 14/6 14/25 15/5 15/11 15/24 16/5 16/9 18/22 21/19 22/2 24/6 26/7 26/9 26/12 34/4 37/16 38/13 47/6 47/8 70/16 73/2 78/18 79/19 82/13 102/22 107/3 115/22 115/23 116/5 117/22 118/4 119/11 120/5 120/21 121/1 125/2 129/24 130/12 130/24 140/2 146/25 147/8 147/19 151/25 152/10 157/10 168/13 172/19 175/16 175/19 <b>diet [1]</b> 48/21 <b>differ [2]</b> 121/25 129/15 <b>difference [4]</b> 71/15 99/1 141/21 146/24 <b>different [19]</b> 12/23 13/4 17/22 19/3 19/6 19/17 20/2 21/14 25/24 41/8 45/13 70/23 84/16 121/21 122/4 149/17 149/17 149/17 154/16 <b>differently [1]</b> 8/3 <b>difficult [37]</b> 5/7 8/5 17/1 18/6 28/5 28/5 28/24 29/13 33/8 33/18 34/17 36/12 38/11 38/13 38/15 42/10 65/21 104/6 105/14 108/25 114/23 127/15 128/5 129/12 129/19 132/21 139/9 142/3 144/8 152/16 156/10 158/10 161/3 166/8 167/21 175/6 175/20 <b>difficulties [10]</b> 24/24 93/6 97/21 132/2 134/19 151/16 154/11 155/1 155/2 156/22 <b>difficulty [4]</b> 20/4
<b>D</b>	<b>dad [35]</b> 8/8 13/5 14/7 14/8 23/24 31/13 54/1 78/19 102/14 104/21 106/5 106/10 106/12 106/19 106/23 107/13 107/15 108/2 108/12 110/16 110/19 111/5 111/17 114/13 114/14 116/5 131/19 133/20 163/22 167/5 169/15 170/2 175/16 175/18 176/21 <b>dad's [10]</b> 105/7 107/25 108/19 108/20 110/18 114/15 133/4 133/18 134/2 170/11 <b>daily [3]</b> 63/9 94/2 153/14 <b>danger [1]</b> 120/13 <b>dangerous [1]</b> 75/9 <b>dark [2]</b> 145/13 153/22 <b>Das [1]</b> 169/13 <b>Das-Munshi [1]</b> 169/13 <b>data [1]</b> 35/17 <b>dated [1]</b> 46/19 <b>daughter [15]</b> 25/9 34/20 39/13 53/21 53/23 62/11 69/1 121/6 123/10 123/21 131/14 133/5 133/6 133/18 134/1 <b>day [60]</b> 8/8 9/24 10/4 10/7 13/4 15/20 24/8 27/11 50/20 54/11 55/16 55/16 55/24 56/8 56/17 57/11 61/15 61/16 62/13 64/25 66/11 67/17 67/21 68/19 74/14 78/16 79/10 83/1 83/18 84/12 86/19 87/15 89/9 89/13 90/8 90/12 106/2 106/3 106/25 107/10 110/12 112/24 117/12 118/7 121/18 124/5 124/6 126/8 128/13 141/24 142/23 144/24 145/11 147/7 151/1 156/2 156/3 166/20 168/13 178/13 <b>day 6 [1]</b> 83/18 <b>days [34]</b> 9/16 9/17 13/2 13/24 18/5 21/1 21/2 22/2 26/8 40/23 54/6 55/15 55/23 56/10 57/6 58/15	<b>deal [9]</b> 14/14 37/24 42/5 127/16 130/21 157/24 159/14 175/6 175/20 <b>dealing [3]</b> 25/11 36/5 37/11 <b>death [36]</b> 13/21 14/19 19/12 36/5 36/19 36/22 40/9 40/22 70/16 79/7 91/18 91/20 102/18 110/3 110/23 114/13 115/11 116/21 129/20 130/3 130/10 131/5 132/3 132/8 133/2 136/3 136/6 140/4 140/5 148/13 155/3 155/11 157/4 168/7 172/20 174/23 <b>deaths [4]</b> 25/5 25/13 37/3 129/5 <b>debilitating [1]</b> 156/15 <b>December [3]</b> 5/10 46/20 53/12 <b>December 2020 [2]</b> 5/10 53/12 <b>decide [2]</b> 111/1 114/25 <b>decided [6]</b> 30/5 57/4 63/14 111/2 111/3 150/5 <b>decision [11]</b> 87/12 110/24 111/3 111/5 113/23 136/5 137/25 147/2 152/2 159/6 169/19 <b>decision-making [2]</b> 113/23 136/5 <b>decisions [9]</b> 8/2 25/7 66/11 66/11 111/7 118/7 159/7 159/8 176/6 <b>decline [4]</b> 76/3 111/10 120/23 142/24 <b>decompress [1]</b> 24/16 <b>deep [1]</b> 90/4 <b>deeply [1]</b> 25/25 <b>definitely [1]</b> 76/11 <b>delay [1]</b> 26/6 <b>delays [2]</b> 25/2 135/18 <b>delighted [1]</b> 138/14 <b>delights [1]</b> 22/18 <b>delirium [1]</b> 63/4 <b>deliver [3]</b> 23/7 23/19 29/9 <b>delivered [2]</b> 44/16 48/10	<b>Delends [1]</b> 177/25 <b>depressed [3]</b> 155/9 156/8 156/24 <b>depression [4]</b> 93/17 122/14 128/11 156/7 <b>describe [31]</b> 6/19 42/16 42/17 50/8 56/9 72/9 72/25 88/11 88/21 88/25 91/16 101/20 103/1 104/18 117/2 119/21 128/6 140/3 140/13 145/13 146/3 146/18 150/14 152/5 152/12 155/10 156/20 157/21 163/9 165/19 172/18 <b>described [15]</b> 3/20 8/1 9/1 16/1 32/8 52/12 54/9 55/11 65/21 67/5 103/12 114/15 129/19 130/12 160/20 <b>describes [1]</b> 122/20 <b>describing [2]</b> 15/8 136/24 <b>description [1]</b> 127/13 <b>deserve [1]</b> 43/13 <b>deserved [4]</b> 28/8 92/4 102/21 172/14 <b>desperate [1]</b> 128/2 <b>desperately [1]</b> 78/24 <b>despite [2]</b> 18/21 147/20 <b>destroyed [1]</b> 116/16 <b>detail [1]</b> 173/8 <b>details [3]</b> 29/6 73/6 133/14 <b>detained [4]</b> 165/13 165/16 165/18 172/19 <b>deteriorated [5]</b> 56/10 64/8 142/12 155/7 165/12 <b>deteriorating [2]</b> 107/11 155/4 <b>deterioration [2]</b> 5/6 15/14 <b>determined [1]</b>	

<b>D</b>	153/11 <b>distress</b> [3] 26/18 128/17 162/2 <b>distressing</b> [8] 39/17 45/16 120/7 122/2 138/7 161/23 161/25 177/17 <b>division</b> [1] 176/16 <b>divorced</b> [1] 163/22 <b>DNACPR</b> [10] 11/22 41/7 41/11 108/3 108/21 112/2 122/21 133/18 133/19 169/8 <b>DNACPRs</b> [1] 1/13 <b>DNAR</b> [1] 108/1 <b>DNR</b> [2] 168/19 170/2 <b>do</b> [92] 6/22 8/22 8/23 10/17 11/5 14/18 16/21 19/4 22/21 22/24 22/25 23/2 27/1 27/4 27/15 27/17 29/5 33/25 38/2 38/14 41/24 42/3 48/14 49/6 52/10 57/7 58/9 59/2 63/22 64/1 65/4 65/12 65/19 66/19 70/12 74/22 74/24 76/7 79/8 81/10 85/13 87/20 88/21 88/22 91/9 93/20 94/20 94/20 94/25 95/8 96/17 96/24 98/15 99/3 103/23 104/1 106/12 113/7 114/10 116/3 116/4 116/24 117/11 117/21 120/19 125/24 126/3 128/4 128/4 129/15 129/15 130/1 134/8 137/19 138/12 148/22 151/25 153/20 160/24 161/2 161/24 161/25 164/2 166/22 169/1 169/2 169/21 171/7 171/9 171/12 174/1 174/18 <b>doctor</b> [15] 11/16 11/16 56/3 57/19 61/16 68/19 69/5 70/5 107/25 108/19 109/3 110/8 113/12 143/1 172/21 <b>doctors</b> [8] 7/12 41/19 67/18 67/21 70/1 105/7 110/7 111/9 <b>document</b> [1] 133/11 <b>documented</b> [1] 167/16 <b>documents</b> [1] 173/22 <b>does</b> [8] 17/9 24/10 94/22 96/10 122/23 129/9 134/21 138/6 <b>doesn't</b> [6] 16/4 16/5 33/22 38/20 57/21 95/8	<b>doing</b> [21] 2/17 23/16 23/16 45/11 51/4 54/15 62/14 62/19 95/5 98/10 104/15 104/16 111/23 129/13 141/12 154/23 160/23 166/13 166/14 167/24 168/14 <b>don't</b> [64] 10/13 10/22 10/24 11/20 15/1 16/21 18/18 19/8 19/9 22/21 24/10 24/11 34/22 34/23 35/20 37/18 38/14 39/1 42/5 42/7 45/10 45/17 54/18 58/21 62/1 65/16 65/16 66/8 68/12 71/17 71/24 79/17 81/12 81/13 81/15 81/18 81/18 92/3 94/25 97/15 97/24 98/10 103/16 103/22 103/23 112/22 114/12 115/22 115/23 120/7 120/13 122/10 136/22 145/9 156/7 158/9 159/1 161/20 161/23 169/24 173/17 175/14 175/15 177/16 <b>done</b> [14] 5/23 8/3 45/1 46/2 56/19 91/18 91/25 92/2 105/6 106/22 109/6 113/25 161/17 177/4 <b>door</b> [4] 12/5 52/20 69/4 90/15 <b>doors</b> [3] 12/3 12/3 23/10 <b>doorstep</b> [1] 52/19 <b>doorsteps</b> [1] 52/8 <b>double</b> [3] 18/4 114/20 121/10 <b>doubt</b> [1] 85/12 <b>down</b> [37] 12/5 12/7 21/4 27/1 27/11 27/11 27/13 37/15 37/15 38/24 47/18 56/22 58/3 58/4 61/6 61/6 62/18 69/6 75/11 76/19 90/3 95/1 95/6 97/11 97/21 104/15 117/19 120/1 120/16 128/20 129/7 134/20 137/11 142/17 142/23 156/17 176/8 <b>downplay</b> [1] 123/16 <b>downsizing</b> [1] 131/3 <b>downstairs</b> [2] 83/11 83/15 <b>downturn</b> [1] 83/19 <b>Dr</b> [1] 19/25 <b>Dr Hughes</b> [1] 19/25 <b>drained</b> [1] 56/23 <b>dramatically</b> [1] 83/20 <b>dreams</b> [1] 96/8	<b>dressed</b> [1] 92/11 <b>dressing</b> [1] 148/21 <b>drink</b> [5] 22/21 22/22 64/1 89/8 168/3 <b>drinking</b> [2] 63/7 168/4 <b>drive</b> [4] 27/11 43/10 43/11 150/2 <b>driver</b> [5] 51/15 52/15 54/17 54/18 75/15 <b>driver's</b> [6] 51/4 52/15 53/13 53/21 54/2 54/9 <b>drivers</b> [1] 61/1 <b>driving</b> [3] 2/14 43/2 51/6 <b>drop</b> [2] 52/20 85/20 <b>dropped</b> [4] 83/14 83/19 106/11 106/18 <b>dropping</b> [2] 52/19 90/19 <b>drove</b> [3] 21/25 107/18 113/19 <b>drowsy</b> [1] 170/3 <b>due</b> [12] 3/15 7/22 19/5 84/10 97/4 97/7 126/24 145/23 148/13 157/22 158/18 165/25 <b>during</b> [33] 2/11 3/13 9/4 14/5 20/5 20/12 25/3 32/5 32/10 35/7 36/8 40/11 48/2 48/12 48/13 51/9 52/4 62/25 73/23 79/20 84/8 84/18 88/11 90/16 101/12 104/19 123/25 124/8 132/9 135/3 136/1 136/5 136/10 <b>duties</b> [1] 36/18 <b>duty</b> [1] 159/2 <b>dwell</b> [1] 76/22 <b>dying</b> [6] 14/15 25/16 120/18 121/12 122/17 144/17	<b>easily</b> [1] 159/21 <b>easy</b> [2] 39/17 45/8 <b>eat</b> [1] 145/23 <b>eating</b> [2] 55/20 63/7 <b>Edinburgh</b> [1] 44/18 <b>education</b> [1] 128/18 <b>effects</b> [1] 97/6 <b>effort</b> [1] 97/20 <b>efforts</b> [2] 18/22 44/8 <b>eight</b> [2] 90/20 132/23 <b>eight months</b> [1] 132/23 <b>either</b> [6] 27/12 79/2 97/6 114/13 127/13 172/16 <b>elderly</b> [1] 97/16 <b>electors</b> [1] 45/25 <b>elongated</b> [2] 115/18 118/9 <b>eloquent</b> [1] 177/19 <b>else</b> [16] 11/5 19/1 21/20 30/10 53/10 95/24 96/24 97/24 113/6 115/4 118/16 136/14 136/15 137/13 175/19 176/19 <b>else's</b> [1] 12/22 <b>email</b> [2] 32/25 111/14 <b>emails</b> [2] 132/22 153/14 <b>emergencies</b> [1] 40/1 <b>emergency</b> [2] 41/3 136/7 <b>emotional</b> [6] 32/5 37/8 93/23 120/9 123/1 126/14 <b>empathetic</b> [1] 36/16 <b>emphasised</b> [2] 39/8 124/21 <b>employer</b> [4] 50/19 50/24 54/11 94/3 <b>empty</b> [1] 77/25 <b>enable</b> [2] 11/13 128/12 <b>enabled</b> [2] 40/3 40/5 <b>encourage</b> [1] 168/4 <b>encouraged</b> [2] 42/25 43/8 <b>end</b> [23] 8/1 8/4 9/9 11/14 12/18 18/16 26/2 26/7 38/15 40/16 44/12 53/12 76/14 76/16 109/4 118/22 119/4 120/5 124/19 136/1 152/2 161/10 161/15 <b>endeavoured</b> [1] 6/8 <b>ended</b> [10] 4/17 10/14 26/11 57/12 70/22 93/15 121/10 157/18 161/16 165/2 <b>ending</b> [3] 42/21 42/22 42/23
----------	---	---	---	--

<b>E</b>	174/20 <b>event [5]</b> 23/1 28/12 126/2 132/10 134/6 <b>events [3]</b> 77/14 77/17 85/22 <b>eventually [5]</b> 117/14 135/15 142/25 146/1 149/21 <b>ever [9]</b> 5/16 16/23 65/3 70/12 85/7 98/3 118/16 120/14 173/18 <b>every [39]</b> 3/8 7/17 8/20 11/18 12/24 20/17 20/19 24/25 31/10 34/13 37/4 38/3 39/4 51/14 61/16 62/13 66/11 67/17 79/10 84/14 86/3 96/21 101/21 101/25 112/24 118/6 118/25 121/18 122/18 124/5 124/6 126/8 128/20 130/8 145/16 145/18 145/19 166/20 166/25 <b>everybody [7]</b> 33/22 35/12 35/12 58/24 98/22 155/18 171/22 <b>everyone [11]</b> 4/20 5/8 10/12 33/18 33/24 33/25 35/25 37/6 44/1 169/23 176/15 <b>everything [21]</b> 7/25 29/17 34/21 35/8 37/17 45/1 47/18 47/22 61/22 72/23 72/24 79/3 91/13 91/17 91/18 95/3 95/7 98/15 104/11 131/2 153/10 <b>evidence [33]</b> 1/5 1/11 1/15 1/17 3/4 3/6 3/7 9/4 9/5 15/2 19/24 19/24 22/17 41/9 41/24 46/3 46/16 47/4 79/17 79/22 81/3 96/2 96/15 97/17 97/18 100/9 102/8 103/7 132/16 135/1 160/4 177/14 178/7 <b>exacerbated [1]</b> 124/23 <b>exact [1]</b> 114/12 <b>exactly [2]</b> 52/1 145/9 <b>exam [1]</b> 140/11 <b>examine [1]</b> 143/3 <b>examined [1]</b> 143/4 <b>example [20]</b> 4/21 7/1 11/10 16/16 18/3 22/18 23/21 26/25 32/22 36/9 37/11 37/14 40/13 95/1 116/2 116/9 128/23 158/20 159/22 167/25 <b>examples [1]</b> 123/2 <b>exclusion [1]</b> 35/14	<b>exercise [2]</b> 3/8 20/19 <b>exhausted [2]</b> 87/14 118/4 <b>exist [1]</b> 96/9 <b>existence [1]</b> 2/10 <b>existing [1]</b> 141/16 <b>expect [2]</b> 13/3 170/4 <b>expected [2]</b> 143/6 149/7 <b>expecting [3]</b> 89/2 145/20 147/20 <b>expense [1]</b> 30/10 <b>experience [32]</b> 8/15 12/23 15/25 17/15 17/25 19/3 19/7 20/15 29/5 32/7 36/17 36/21 36/24 37/5 37/14 38/3 41/9 41/9 42/2 56/20 56/21 91/7 91/16 93/14 93/20 95/23 96/4 102/12 122/15 127/1 128/7 177/18 <b>experienced [14]</b> 3/12 18/4 28/14 32/20 42/23 84/1 85/5 95/22 119/2 126/13 132/2 134/18 154/11 174/4 <b>experiences [9]</b> 10/25 13/8 14/6 102/11 119/23 124/23 135/24 137/3 159/11 <b>experiencing [3]</b> 63/6 93/19 129/5 <b>explain [7]</b> 42/17 52/14 82/21 92/9 139/25 148/18 175/11 <b>explained [9]</b> 19/13 67/19 71/10 75/20 100/21 107/19 108/14 149/15 156/7 <b>explode [1]</b> 9/20 <b>expressed [5]</b> 12/23 15/4 18/9 32/7 127/4 <b>extended [1]</b> 30/17 <b>extent [2]</b> 44/18 64/8 <b>extra [1]</b> 6/22 <b>extract [1]</b> 8/16 <b>extraordinarily [1]</b> 160/22 <b>extraordinary [2]</b> 153/19 154/18 <b>extreme [1]</b> 130/18 <b>extremely [13]</b> 8/12 46/3 105/14 128/5 144/21 146/3 156/10 156/15 160/19 161/3 161/3 171/19 177/18 <b>eye [1]</b> 16/25	<b>face mask [1]</b> 7/6 <b>Facebook [5]</b> 95/10 129/1 129/3 154/7 158/6 <b>faced [4]</b> 25/2 30/13 131/9 135/18 <b>Facetime [2]</b> 4/16 35/24 <b>facilities [1]</b> 166/14 <b>facility [1]</b> 28/1 <b>facing [2]</b> 69/9 69/10 <b>fact [20]</b> 50/17 60/3 60/4 73/23 95/16 96/25 102/21 113/4 118/10 118/11 119/9 127/11 133/10 133/18 133/19 133/24 146/25 147/18 162/7 166/11 <b>factors [1]</b> 91/7 <b>facts [1]</b> 46/23 <b>fail [1]</b> 116/14 <b>failings [1]</b> 61/17 <b>failure [1]</b> 70/17 <b>faint [1]</b> 113/16 <b>fair [2]</b> 36/14 137/5 <b>fairly [2]</b> 16/22 117/4 <b>faith [1]</b> 148/10 <b>fall [1]</b> 68/1 <b>familiar [2]</b> 8/18 8/20 <b>families [19]</b> 1/24 22/14 25/6 28/13 28/19 28/22 40/8 100/10 100/13 101/23 114/24 119/23 128/25 130/14 131/6 133/11 136/22 152/13 154/8 <b>family [67]</b> 3/25 4/14 13/5 13/9 13/24 14/12 14/16 20/7 21/10 21/15 27/5 28/21 28/24 30/17 32/18 34/3 35/11 40/2 40/15 41/21 47/16 67/6 77/11 78/24 84/1 91/23 92/8 92/11 92/24 93/24 94/10 96/19 102/16 102/24 103/18 104/12 110/10 110/15 110/23 114/20 114/25 115/7 115/19 117/19 117/25 119/7 123/8 124/4 129/21 129/24 130/17 131/10 136/1 137/21 140/1 143/1 144/15 144/19 146/15 149/22 151/7 163/11 165/20 165/21 167/15 167/20 174/12 <b>family's [2]</b> 92/19 96/4 <b>far [6]</b> 25/14 31/19 52/18 61/9 147/6 149/20 <b>farewell [1]</b> 28/8 <b>fatalities [1]</b> 27/24 <b>father [41]</b> 14/6 79/3	100/24 100/24 104/25 105/5 105/20 106/7 107/5 108/8 109/12 109/25 114/6 114/24 132/18 139/25 140/2 140/23 144/22 144/24 145/10 146/12 147/4 147/8 147/25 148/2 151/24 153/7 163/7 163/16 163/23 164/3 165/22 166/19 167/24 168/8 169/17 170/8 171/18 172/19 176/3 <b>father's [16]</b> 109/3 110/4 110/23 110/25 133/2 148/16 148/24 152/6 154/20 155/3 155/11 157/1 157/4 172/5 173/21 174/23 <b>fatigue [1]</b> 156/21 <b>fault [1]</b> 167/13 <b>favour [1]</b> 44/17 <b>favourite [2]</b> 14/10 26/23 <b>fear [5]</b> 4/20 44/16 57/17 59/1 79/4 <b>feared [2]</b> 113/1 113/2 <b>feature [1]</b> 59/18 <b>February [11]</b> 18/7 26/8 47/6 68/17 82/11 85/22 85/23 86/22 89/13 90/8 165/8 <b>February 2021 [2]</b> 26/8 47/6 <b>feed [1]</b> 112/23 <b>feel [51]</b> 5/20 7/24 8/12 8/21 11/9 14/3 15/21 16/3 23/5 30/20 30/23 42/25 43/8 44/1 52/24 55/19 58/8 59/14 59/14 62/12 65/17 66/17 69/23 76/18 77/2 77/5 78/17 92/2 92/3 96/11 97/22 98/15 102/24 112/25 117/8 119/10 119/12 120/7 121/16 122/25 126/19 128/14 141/8 152/14 153/15 159/3 169/19 173/20 173/22 175/10 176/11 <b>feeling [17]</b> 5/24 5/24 7/22 55/12 55/17 55/21 56/23 60/2 68/15 72/25 74/6 95/24 98/3 104/21 121/19 123/17 127/21 <b>feelings [7]</b> 20/22 72/12 119/3 119/14 119/18 121/4 124/24 <b>feels [5]</b> 8/21 122/12 123/12 128/1 134/5 <b>feet [4]</b> 160/21 160/23 161/4 161/11 <b>fell [1]</b> 74/25
	<b>F</b>			
	<b>face [14]</b> 7/6 35/1 35/1 57/17 62/15 90/3 91/14 91/14 107/25 108/20 152/24 152/24 166/24 166/24			

<b>F</b>	<b>Firstly [2]</b> 91/13 120/3	40/14 43/15	36/25 40/21 71/3 71/5 72/5 72/9 72/14 72/21 80/8 91/4 91/22 91/23 92/4 92/9 92/13 93/2 114/20 115/1 115/24 116/7 120/22 125/3 125/5 126/10 150/18 150/19 150/23 171/18 172/10 172/12	142/3 142/4 142/25 143/2 146/4 148/3 149/25 165/3 167/17 170/18 171/16 173/16 173/18 177/1 177/22
<b>felt [37]</b> 20/5 20/11 20/20 21/3 21/3 23/3 25/4 25/15 25/23 26/1 33/14 60/24 68/6 72/22 72/23 72/23 74/20 76/23 76/24 77/9 79/4 83/4 87/7 93/3 119/6 120/22 121/4 121/7 124/1 131/23 134/19 146/11 151/2 151/22 152/1 157/7 160/8	<b>fit [5]</b> 48/24 82/18 84/21 125/18 146/20	<b>fought [1]</b> 101/22	<b>funerals [10]</b> 22/9 23/17 24/25 25/3 28/16 30/16 39/2 124/18 126/7 149/20	<b>getting [25]</b> 19/20 25/13 34/5 45/15 49/22 57/12 58/1 61/6 62/13 63/10 67/11 67/13 68/9 73/1 73/5 73/18 77/20 95/4 103/25 105/19 107/14 113/1 145/15 153/13 156/17
<b>few [10]</b> 6/10 26/8 43/3 56/10 67/18 76/22 91/20 92/18 123/22 147/20	<b>fitted [1]</b> 82/17	<b>found [29]</b> 4/3 8/25 18/15 27/21 32/11 36/5 36/15 36/22 36/23 36/25 37/4 38/17 53/25 82/25 95/10 106/10 108/25 117/10 128/22 128/23 129/3 129/19 138/7 141/16 144/8 169/8 174/6 175/6 177/17	<b>funny [1]</b> 140/13	<b>give [17]</b> 18/3 28/7 46/16 46/17 47/3 75/7 81/3 87/13 88/3 95/2 99/22 126/9 160/8 164/13 171/2 172/13 172/16
<b>fiery [1]</b> 9/19	<b>five [6]</b> 8/22 55/15 102/25 111/24 116/13 134/7	<b>founded [1]</b> 100/17	<b>further [9]</b> 113/17 114/2 117/2 120/16 129/7 130/22 157/9 172/1 173/20	<b>given [28]</b> 10/2 13/19 13/19 17/3 45/6 48/15 51/20 51/22 52/2 61/15 74/1 76/11 80/1 86/9 97/17 97/21 109/7 114/3 117/8 118/2 129/25 130/1 142/10 143/24 158/13 162/24 164/5 166/3
<b>fight [1]</b> 5/12	<b>five Ks [1]</b> 116/13	<b>four [6]</b> 9/5 9/15 9/16 13/2 37/3 106/2	<b>future [8]</b> 2/20 4/23 39/12 39/25 86/4 96/24 99/1 102/3	<b>giving [7]</b> 1/17 81/4 100/9 112/21 139/11 162/15 177/20
<b>fighting [1]</b> 87/14	<b>five years [2]</b> 102/25 134/7	<b>fourth [1]</b> 10/7	<b>gather [1]</b> 99/4	<b>glad [1]</b> 10/15
<b>figure [1]</b> 117/20	<b>five/six years [1]</b> 8/22	<b>Fowler [2]</b> 100/21 100/25	<b>gatherings [2]</b> 40/22 150/21	<b>glass [1]</b> 10/2
<b>final [7]</b> 6/12 39/4 90/10 122/8 123/20 162/6 177/19	<b>flag [1]</b> 158/8	<b>frail [1]</b> 97/17	<b>gave [4]</b> 1/11 87/20 97/18 174/23	<b>glasses [2]</b> 7/7 10/24
<b>finalised [1]</b> 173/25	<b>flame [1]</b> 78/17	<b>framework [1]</b> 135/25	<b>general [12]</b> 115/10 164/10 168/8 168/9 168/12 169/25 171/5 172/21 173/4 173/10 174/6 176/7	<b>gloves [2]</b> 12/9 51/20
<b>finally [11]</b> 6/6 10/10 11/20 44/15 125/7 128/19 131/18 135/20 136/11 158/12 175/22	<b>floor [1]</b> 109/11	<b>freezers [1]</b> 48/8	<b>generally [2]</b> 35/7 38/16	<b>go [78]</b> 4/5 9/23 12/10 13/21 24/4 24/25 31/10 39/1 46/4 50/11 51/17 52/6 56/5 56/9 56/15 56/18 57/18 57/22 59/10 62/17 62/17 64/17 71/5 71/12 71/24 73/9 73/13 77/8 83/8 83/9 85/10 85/13 85/19 85/20 87/19 87/20 87/23 91/9 91/17 103/6 103/23 106/4 107/23 110/18 112/7 112/11 114/25 115/25 118/12 118/16 120/21 121/18 123/19 124/14 125/7 128/19 130/1 135/8 140/23 141/11 142/17 142/23 146/15 146/20 149/8 149/11 150/3 151/11 152/5 156/5 159/19 161/17 164/7 165/16 170/13 170/19 173/8 177/22
<b>financial [11]</b> 34/2 37/11 38/23 39/1 40/24 93/24 129/17 130/6 130/11 130/18 131/9	<b>Florida [1]</b> 77/24	<b>freezing [2]</b> 44/20 44/21	<b>George [1]</b> 47/4	<b>going [72]</b> 1/4 3/5 3/6 4/18 5/10 9/22 12/13 12/16 22/3 22/4 23/7
<b>financially [3]</b> 93/9 131/13 131/19	<b>flow [1]</b> 7/6	<b>Friday [3]</b> 56/16 90/21 90/22	<b>gestures [1]</b> 88/19	
<b>find [14]</b> 7/20 11/19 18/5 19/2 96/8 104/9 106/1 106/20 144/15 161/23 166/8 168/6 170/8 174/16	<b>flowers [1]</b> 29/21	<b>fridge [1]</b> 48/8	<b>get [77]</b> 4/22 12/2 12/2 19/14 19/18 22/3 25/14 27/10 33/6 33/19 34/17 39/1 42/2 42/8 43/13 45/12 45/22 49/19 55/7 56/5 56/19 57/8 57/14 60/18 61/3 61/21 63/1 65/10 68/21 68/23 68/25 70/7 70/9 71/14 74/20 80/8 81/14 83/8 87/17 87/25 88/5 91/24 93/2 95/16 102/20 102/21 105/8 106/25 107/24 111/18 112/2 122/22 124/22 125/3 125/13 125/14 127/15 128/12 132/11 132/13 132/22 134/22	
<b>finding [1]</b> 79/6	<b>flu [1]</b> 175/9	<b>friend [10]</b> 21/18 21/25 21/25 44/19 45/10 78/19 120/20 143/1 143/1 147/25	<b>get [77]</b> 4/22 12/2 12/2 19/14 19/18 22/3 25/14 27/10 33/6 33/19 34/17 39/1 42/2 42/8 43/13 45/12 45/22 49/19 55/7 56/5 56/19 57/8 57/14 60/18 61/3 61/21 63/1 65/10 68/21 68/23 68/25 70/7 70/9 71/14 74/20 80/8 81/14 83/8 87/17 87/25 88/5 91/24 93/2 95/16 102/20 102/21 105/8 106/25 107/24 111/18 112/2 122/22 124/22 125/3 125/13 125/14 127/15 128/12 132/11 132/13 132/22 134/22	
<b>findings [1]</b> 144/20	<b>focus [2]</b> 153/12 153/21	<b>friends [17]</b> 14/11 14/16 20/7 21/1 21/10 21/16 23/21 25/7 30/17 32/18 40/3 40/8 119/7 123/8 123/22 128/17 131/10	<b>get [77]</b> 4/22 12/2 12/2 19/14 19/18 22/3 25/14 27/10 33/6 33/19 34/17 39/1 42/2 42/8 43/13 45/12 45/22 49/19 55/7 56/5 56/19 57/8 57/14 60/18 61/3 61/21 63/1 65/10 68/21 68/23 68/25 70/7 70/9 71/14 74/20 80/8 81/14 83/8 87/17 87/25 88/5 91/24 93/2 95/16 102/20 102/21 105/8 106/25 107/24 111/18 112/2 122/22 124/22 125/3 125/13 125/14 127/15 128/12 132/11 132/13 132/22 134/22	
<b>fine [5]</b> 55/16 64/5 103/15 140/25 142/23	<b>fog [1]</b> 156/22	<b>frightened [2]</b> 5/2 5/19	<b>generous [1]</b> 140/13	
<b>fingerprints [3]</b> 171/11 171/14 171/16	<b>follow [9]</b> 15/1 29/8 74/14 92/22 95/16 124/13 132/5 148/11 157/5	<b>frightening [1]</b> 145/22	<b>George [1]</b> 47/4	
<b>finishes [1]</b> 161/19	<b>follow-up [1]</b> 157/5	<b>front [6]</b> 29/11 46/19 51/7 52/20 57/17 81/6	<b>gestures [1]</b> 88/19	
<b>fire [1]</b> 161/11	<b>followed [7]</b> 2/13 96/21 108/19 124/10 140/24 142/12 146/11	<b>frontline [2]</b> 38/25 111/24	<b>get [77]</b> 4/22 12/2 12/2 19/14 19/18 22/3 25/14 27/10 33/6 33/19 34/17 39/1 42/2 42/8 43/13 45/12 45/22 49/19 55/7 56/5 56/19 57/8 57/14 60/18 61/3 61/21 63/1 65/10 68/21 68/23 68/25 70/7 70/9 71/14 74/20 80/8 81/14 83/8 87/17 87/25 88/5 91/24 93/2 95/16 102/20 102/21 105/8 106/25 107/24 111/18 112/2 122/22 124/22 125/3 125/13 125/14 127/15 128/12 132/11 132/13 132/22 134/22	
<b>fire [1]</b> 54/21	<b>following [25]</b> 2/2 36/19 75/1 89/13 90/12 100/23 109/23 111/20 114/19 115/10 116/21 126/14 129/19 131/5 132/3 135/23 136/6 142/11 147/7 151/14 155/3 155/10 165/6 174/23 178/13	<b>frustration [2]</b> 32/8 103/3	<b>get [77]</b> 4/22 12/2 12/2 19/14 19/18 22/3 25/14 27/10 33/6 33/19 34/17 39/1 42/2 42/8 43/13 45/12 45/22 49/19 55/7 56/5 56/19 57/8 57/14 60/18 61/3 61/21 63/1 65/10 68/21 68/23 68/25 70/7 70/9 71/14 74/20 80/8 81/14 83/8 87/17 87/25 88/5 91/24 93/2 95/16 102/20 102/21 105/8 106/25 107/24 111/18 112/2 122/22 124/22 125/3 125/13 125/14 127/15 128/12 132/11 132/13 132/22 134/22	
<b>firm [2]</b> 109/5 112/11	<b>font [1]</b> 113/16	<b>full [12]</b> 1/9 7/6 9/24 16/18 46/17 69/20 81/4 88/13 94/2 99/22 139/12 162/15	<b>get [77]</b> 4/22 12/2 12/2 19/14 19/18 22/3 25/14 27/10 33/6 33/19 34/17 39/1 42/2 42/8 43/13 45/12 45/22 49/19 55/7 56/5 56/19 57/8 57/14 60/18 61/3 61/21 63/1 65/10 68/21 68/23 68/25 70/7 70/9 71/14 74/20 80/8 81/14 83/8 87/17 87/25 88/5 91/24 93/2 95/16 102/20 102/21 105/8 106/25 107/24 111/18 112/2 122/22 124/22 125/3 125/13 125/14 127/15 128/12 132/11 132/13 132/22 134/22	
<b>first [40]</b> 2/3 3/10 9/16 14/4 15/20 31/11 34/14 37/9 38/6 39/23 45/22 47/15 47/20 49/22 50/18 51/9 52/4 55/15 55/23 61/13 66/19 77/15 83/10 89/22 102/11 105/10 106/15 117/3 124/14 135/13 136/25 137/10 141/2 141/23 141/24 151/13 155/13 163/19 164/3 172/10	<b>food [2]</b> 115/20 143/16	<b>fully [3]</b> 7/15 94/5 143/5	<b>get [77]</b> 4/22 12/2 12/2 19/14 19/18 22/3 25/14 27/10 33/6 33/19 34/17 39/1 42/2 42/8 43/13 45/12 45/22 49/19 55/7 56/5 56/19 57/8 57/14 60/18 61/3 61/21 63/1 65/10 68/21 68/23 68/25 70/7 70/9 71/14 74/20 80/8 81/14 83/8 87/17 87/25 88/5 91/24 93/2 95/16 102/20 102/21 105/8 106/25 107/24 111/18 112/2 122/22 124/22 125/3 125/13 125/14 127/15 128/12 132/11 132/13 132/22 134/22	
<b>First Minister [1]</b> 2/3	<b>foot [1]</b> 29/11	<b>function [1]</b> 18/7	<b>get [77]</b> 4/22 12/2 12/2 19/14 19/18 22/3 25/14 27/10 33/6 33/19 34/17 39/1 42/2 42/8 43/13 45/12 45/22 49/19 55/7 56/5 56/19 57/8 57/14 60/18 61/3 61/21 63/1 65/10 68/21 68/23 68/25 70/7 70/9 71/14 74/20 80/8 81/14 83/8 87/17 87/25 88/5 91/24 93/2 95/16 102/20 102/21 105/8 106/25 107/24 111/18 112/2 122/22 124/22 125/3 125/13 125/14 127/15 128/12 132/11 132/13 132/22 134/22	
	<b>football [1]</b> 71/25	<b>fundamental [1]</b> 125/2	<b>get [77]</b> 4/22 12/2 12/2 19/14 19/18 22/3 25/14 27/10 33/6 33/19 34/17 39/1 42/2 42/8 43/13 45/12 45/22 49/19 55/7 56/5 56/19 57/8 57/14 60/18 61/3 61/21 63/1 65/10 68/21 68/23 68/25 70/7 70/9 71/14 74/20 80/8 81/14 83/8 87/17 87/25 88/5 91/24 93/2 95/16 102/20 102/21 105/8 106/25 107/24 111/18 112/2 122/22 124/22 125/3 125/13 125/14 127/15 128/12 132/11 132/13 132/22 134/22	
	<b>footnote [1]</b> 113/21	<b>funeral [59]</b> 13/21 22/13 22/16 23/5 23/12 23/25 24/3 24/8 24/15 25/5 25/16 26/1 26/9 26/14 26/19 26/20 26/21 28/18 28/22 29/4 29/7 29/8 30/5 30/7 30/16 31/2 31/15 31/22 36/9	<b>get [77]</b> 4/22 12/2 12/2 19/14 19/18 22/3 25/14 27/10 33/6 33/19 34/17 39/1 42/2 42/8 43/13 45/12 45/22 49/19 55/7 56/5 56/19 57/8 57/14 60/18 61/3 61/21 63/1 65/10 68/21 68/23 68/25 70/7 70/9 71/14 74/20 80/8 81/14 83/8 87/17 87/25 88/5 91/24 93/2 95/16 102/20 102/21 105/8 106/25 107/24 111/18 112/2 122/22 124/22 125/3 125/13 125/14 127/15 128/12 132/11 132/13 132/22 134/22	
	<b>footnote is [1]</b> 113/21		<b>get [77]</b> 4/22 12/2 12/2 19/14 19/18 22/3 25/14 27/10 33/6 33/19 34/17 39/1 42/2 42/8 43/13 45/12 45/22 49/19 55/7 56/5 56/19 57/8 57/14 60/18 61/3 61/21 63/1 65/10 68/21 68/23 68/25 70/7 70/9 71/14 74/20 80/8 81/14 83/8 87/17 87/25 88/5 91/24 93/2 95/16 102/20 102/21 105/8 106/25 107/24 111/18 112/2 122/22 124/22 125/3 125/13 125/14 127/15 128/12 132/11 132/13 132/22 134/22	
	<b>force [1]</b> 2/14		<b>get [77]</b> 4/22 12/2 12/2 19/14 19/18 22/3 25/14 27/10 33/6 33/19 34/17 39/1 42/2 42/8 43/13 45/12 45/22 49/19 55/7 56/5 56/19 57/8 57/14 60/18 61/3 61/21 63/1 65/10 68/21 68/23 68/25 70/7 70/9 71/14 74/20 80/8 81/14 83/8 87/17 87/25 88/5 91/24 93/2 95/16 102/20 102/21 105/8 106/25 107/24 111/18 112/2 122/22 124/22 125/3 125/13 125/14 127/15 128/12 132/11 132/13 132/22 134/22	
	<b>forceful [1]</b> 154/19		<b>get [77]</b> 4/22 12/2 12/2 19/14 19/18 22/3 25/14 27/10 33/6 33/19 34/17 39/1 42/2 42/8 43/13 45/12 45/22 49/19 55/7 56/5 56/19 57/8 57/14 60/18 61/3 61/21 63/1 65/10 68/21 68/23 68/25 70/7 70/9 71/14 74/20 80/8 81/14 83/8 87/17 87/25 88/5 91/24 93/2 95/16 102/20 102/21 105/8 106/25 107/24 111/18 112/2 122/22 124/22 125/3 125/13 125/14 127/15 128/12 132/11 132/13 132/22 134/22	
	<b>forefront [1]</b> 98/16		<b>get [77]</b> 4/22 12/2 12/2 19/14 19/18 22/3 25/14 27/10 33/6 33/19 34/17 39/1 42/2 42/8 43/13 45/12 45/22 49/19 55/7 56/5 56/19 57/8 57/14 60/18 61/3 61/21 63/1 65/10 68/21 68/23 68/25 70/7 70/9 71/14 74/20 80/8 81/14 83/8 87/17 87/25 88/5 91/24 93/2 95/16 102/20 102/21 105/8 106/25 107/24 111/18 112/2 122/22 124/22 125/3 125/13 125/14 127/15 128/12 132/11 132/13 132/22 134/22	
	<b>forever [3]</b> 119/15 126/1 167/8		<b>get [77]</b> 4/22 12/2 12/2 19/14 19/18 22/3 25/14 27/10 33/6 33/19 34/17 39/1 42/2 42/8 43/13 45/12 45/22 49/19 55/7 56/5 56/19 57/8 57/14 60/18 61/3 61/21 63/1 65/10 68/21 68/23 68/25 70/7 70/9 71/14 74/20 80/8 81/14 83/8 87/17 87/25 88/5 91/24 93/2 95/16 102/20 102/21 105/8 106/25 107/24 111/18 112/2 122/22 124/22 125/3 125/13 125/14 127/15 128/12 132/11 132/13 132/22 134/22	
	<b>forget [1]</b> 57/19		<b>get [77]</b> 4/22 12/2 12/2 19/14 19/18 22/3 25/14 27/10 33/6 33/19 34/17 39/1 42/2 42/8 43/13 45/12 45/22 49/19 55/7 56/5 56/19 57/8 57/14 60/18 61/3 61/21 63/1 65/10 68/21 68/23 68/25 70/7 70/9 71/14 74/20 80/8 81/14 83/8 87/17 87/25 88/5 91/24 93/2 95/16 102/20 102/21 105/8 106/25 107/24 111/18 112/2 122/22 124/22 125/3 125/13 125/14 127/15 128/12 132/1	

<p><b>G</b></p> <p><b>going... [61]</b> 24/11 27/24 28/2 31/4 34/9 34/11 36/1 40/14 43/15 45/19 45/21 47/18 48/1 49/25 52/22 53/2 54/6 55/3 55/14 56/4 57/14 61/6 62/2 63/14 65/2 65/5 68/2 68/2 68/22 73/13 75/12 77/4 82/3 82/6 88/20 90/14 90/14 95/5 95/6 98/5 102/8 106/20 109/15 112/2 112/4 127/17 130/6 137/13 137/20 141/12 143/7 148/8 151/25 152/22 153/17 160/21 160/22 162/7 166/3 174/6 174/8</p> <p><b>Golf [2]</b> 140/8 141/3</p> <p><b>gone [11]</b> 20/24 37/1 53/24 79/5 97/5 97/20 107/13 125/25 127/19 130/25 137/21</p> <p><b>goner [1]</b> 4/23</p> <p><b>good [25]</b> 11/11 11/24 16/16 30/22 35/23 37/25 43/10 43/22 47/16 49/24 56/2 60/19 64/5 64/25 80/13 94/14 97/12 99/4 99/6 99/17 129/6 140/5 151/7 174/23 174/25</p> <p><b>goodbye [9]</b> 28/3 60/21 61/7 70/6 102/22 119/12 120/8 121/9 146/16</p> <p><b>goodbyes [1]</b> 90/25</p> <p><b>Goodman [2]</b> 100/21 100/24</p> <p><b>goodness [1]</b> 37/19</p> <p><b>Google [1]</b> 129/13</p> <p><b>Googling [1]</b> 113/20</p> <p><b>got [63]</b> 10/7 12/9 18/22 26/12 30/10 35/16 40/13 44/12 45/21 48/21 50/23 54/4 57/3 58/7 61/10 61/11 62/3 62/17 62/17 62/20 62/21 64/2 66/19 67/4 67/17 68/19 68/25 69/5 69/19 70/20 72/1 72/13 75/14 75/16 76/16 77/2 77/24 78/12 80/7 80/9 82/24 84/15 84/20 92/3 98/6 99/4 107/10 108/14 112/6 112/15 112/18 114/5 114/18 124/5 131/1 133/7 145/18 168/12 170/9 170/12 171/14 172/13 177/16</p>	<p><b>Gottlieb [8]</b> 139/4 139/5 139/13 139/14 139/24 160/3 160/6 179/17</p> <p><b>government [20]</b> 2/24 3/1 43/2 43/5 96/21 103/13 103/25 113/24 116/4 116/24 117/9 131/5 140/24 155/22 158/19 159/6 159/10 159/17 161/6 166/15</p> <p><b>government's [2]</b> 131/20 161/11</p> <p><b>governments [3]</b> 43/12 45/17 45/24</p> <p><b>GP [5]</b> 142/1 165/2 165/6 174/22 174/24</p> <p><b>grandad [2]</b> 77/22 125/10</p> <p><b>grandchild [1]</b> 77/15</p> <p><b>grandchildren [5]</b> 64/4 77/19 77/21 108/17 115/3</p> <p><b>granddad's [1]</b> 31/15</p> <p><b>Grandma [1]</b> 64/4</p> <p><b>grandmother [1]</b> 171/13</p> <p><b>grandson [2]</b> 26/5 125/9</p> <p><b>granny [1]</b> 171/14</p> <p><b>granted [1]</b> 95/8</p> <p><b>grateful [5]</b> 44/25 45/4 87/25 99/9 178/3</p> <p><b>grave [3]</b> 29/25 149/8 149/11</p> <p><b>Grayson [1]</b> 82/24</p> <p><b>great [4]</b> 69/16 104/21 118/12 159/13</p> <p><b>greater [1]</b> 36/6</p> <p><b>greatest [1]</b> 117/24</p> <p><b>greatly [1]</b> 174/4</p> <p><b>grief [40]</b> 8/6 17/9 17/11 17/23 18/1 18/11 19/7 19/10 19/14 19/16 20/1 21/9 26/17 33/24 34/8 40/23 92/21 92/23 93/6 102/24 115/18 116/24 117/23 118/5 122/25 123/7 123/18 124/24 126/20 127/1 127/18 134/25 152/17 155/15 157/1 157/24 172/13 172/17 172/17 173/20</p> <p><b>grieve [2]</b> 91/5 92/19</p> <p><b>grieving [5]</b> 20/13 24/20 95/18 153/8 172/6</p> <p><b>ground [1]</b> 75/7</p> <p><b>group [36]</b> 1/23 1/24 2/5 2/24 28/19 36/5 95/10 95/10 95/12 118/20 119/17 119/24 121/19 126/11 126/13</p>	<p>127/4 127/11 127/22 129/1 129/9 134/12 134/13 135/24 137/3 154/7 154/9 154/18 154/24 157/20 157/24 157/25 158/6 158/7 158/8 158/10 160/11</p> <p><b>group's [1]</b> 2/21</p> <p><b>groups [4]</b> 2/17 15/7 28/13 150/8</p> <p><b>growing [1]</b> 131/21</p> <p><b>guarantee [1]</b> 89/19</p> <p><b>guddle [1]</b> 11/12</p> <p><b>guess [3]</b> 132/12 136/16 136/25</p> <p><b>guidance [6]</b> 9/7 40/20 117/17 135/25 136/2 149/16</p> <p><b>guideline [1]</b> 96/21</p> <p><b>guidelines [1]</b> 103/25</p> <p><b>guilt [16]</b> 5/21 7/21 8/4 8/17 8/21 18/19 103/3 104/9 119/3 119/14 119/19 120/18 121/5 121/15 126/9 134/25</p> <p><b>guilty [5]</b> 8/12 21/3 59/14 65/17 119/11</p> <p><b>guise [1]</b> 16/23</p> <p><b>Gurdwara [1]</b> 126/8</p>	<p>128/1 137/12 144/23 145/9 155/25 159/2 167/10 169/24 173/14</p> <p><b>happening [17]</b> 2/23 5/3 7/12 7/15 11/3 15/14 17/15 97/11 97/24 103/14 103/24 122/12 140/19 153/6 156/16 158/7 166/5</p> <p><b>happens [2]</b> 5/11 124/3</p> <p><b>happy [3]</b> 106/4 107/22 141/9</p> <p><b>hard [14]</b> 62/9 73/19 102/17 102/19 113/5 116/10 125/12 132/12 134/7 152/12 153/13 160/14 174/6 175/9</p> <p><b>harder [2]</b> 131/1 131/1</p> <p><b>hardest [2]</b> 65/3 70/11</p> <p><b>hardship [1]</b> 34/2</p> <p><b>harm [1]</b> 33/15</p> <p><b>has [63]</b> 5/20 8/5 8/17 11/21 15/2 16/3 18/1 18/9 19/24 20/14 20/14 22/17 24/11 28/20 29/3 35/12 38/13 40/10 42/19 44/1 76/18 78/18 79/9 79/13 94/4 95/3 95/12 96/6 101/19 101/25 117/23 119/13 119/22 122/12 123/17 124/23 127/11 127/22 128/11 128/11 128/13 128/15 129/24 130/14 130/22 133/19 135/1 136/17 137/18 140/1 147/24 154/2 154/10 154/17 157/9 157/20 159/13 160/17 161/16 174/3 174/12 174/16 177/6</p> <p><b>Hastings [1]</b> 137/2</p> <p><b>hate [1]</b> 66/4</p> <p><b>haunt [1]</b> 22/22</p> <p><b>haunted [1]</b> 146/25</p> <p><b>haunts [1]</b> 89/9</p> <p><b>have [270]</b></p> <p><b>haven't [6]</b> 22/25 37/1 37/1 44/11 117/1 138/7</p> <p><b>having [38]</b> 3/20 21/4 22/6 22/12 28/17 29/3 29/5 29/6 37/9 38/12 57/16 57/18 65/18 65/22 68/7 68/11 78/20 78/22 78/23 78/25 79/5 80/25 89/8 93/24 94/24 95/14 95/21 95/25 127/18 130/5 140/5 158/2 164/13 167/20 169/13 175/2 175/4 175/17</p> <p><b>he [334]</b></p>	<p><b>he'd [20]</b> 13/6 53/4 53/4 57/4 63/3 63/6 63/7 67/20 83/7 85/3 85/4 86/19 87/7 88/13 104/22 107/14 165/16 168/7 171/3 175/18</p> <p><b>he's [7]</b> 55/20 57/21 60/18 68/22 68/22 77/14 109/6</p> <p><b>head [8]</b> 31/25 69/9 69/10 71/14 77/4 88/14 90/1 90/6</p> <p><b>heads [2]</b> 130/5 130/20</p> <p><b>healed [1]</b> 22/15</p> <p><b>health [60]</b> 4/9 9/11 19/11 39/25 41/3 49/19 55/13 76/4 85/25 93/5 93/18 93/19 103/5 119/13 119/21 136/7 140/5 142/7 155/7 155/21 157/12 158/2 163/19 164/3 164/25 165/12 165/13 165/17 165/24 166/4 166/6 167/15 167/24 168/1 168/10 168/24 169/3 169/5 169/6 169/14 170/1 170/3 171/4 173/2 173/4 173/4 174/5 174/15 175/25 176/4 176/5 176/5 176/10 176/10 176/11 176/12 176/13 176/14 176/15 176/21</p> <p><b>healthcare [5]</b> 6/21 40/4 40/13 40/21 159/24</p> <p><b>healthy [2]</b> 82/19 114/1</p> <p><b>hear [19]</b> 11/8 19/4 23/22 23/23 50/16 54/14 54/16 58/2 66/20 69/19 72/3 77/2 79/22 98/2 110/12 110/14 132/6 158/10 178/8</p> <p><b>heard [31]</b> 8/19 9/4 9/5 15/7 15/18 15/20 19/23 19/24 20/25 22/17 32/21 34/15 43/7 44/2 44/3 58/1 66/21 79/17 92/17 96/23 97/15 106/15 119/17 119/22 121/23 137/1 137/2 142/4 166/1 166/5 177/6</p> <p><b>hearing [6]</b> 15/2 77/7 154/17 162/8 177/14 178/13</p> <p><b>hearings [1]</b> 135/8</p> <p><b>hearse [3]</b> 27/7 27/13 27/17</p> <p><b>heart [2]</b> 89/4 137/5</p> <p><b>heartbreaking [3]</b></p>
---	--	--	---	--

<b>H</b>	<b>herself [3]</b> 24/2 70/6 150/2	<b>himself [8]</b> 10/19 24/8 51/16 53/1 57/21 63/17 163/10 163/10	65/5 68/9 68/12 68/13 69/2 71/15 72/13 72/19 78/9 80/8 83/8 89/24 96/20 96/20 104/3 106/5 106/20 107/17 113/19 115/19 121/24 141/8 142/8 143/6 146/1 164/12 164/13 164/21 171/4	105/10 143/17	
<b>heartbreaking... [3]</b> 121/3 122/9 129/22	<b>hidden [1]</b> 42/4	<b>hindsight [2]</b> 68/13 164/18	107/17 113/19 115/19 121/24 141/8 142/8 143/6 146/1 164/12 164/13 164/21 171/4	<b>hospitals [8]</b> 3/16 4/13 6/18 9/11 40/4 120/25 121/22 126/18	
<b>heater [1]</b> 23/15	<b>high [10]</b> 4/19 7/6 25/12 27/2 27/11 27/23 33/14 84/4 145/21 145/22	<b>hindsight's [1]</b> 164/19	<b>homes [16]</b> 3/16 4/12 4/15 5/4 6/1 6/1 6/18 9/12 30/18 35/10 48/10 51/22 52/6 115/24 116/1 121/22	<b>hostage [1]</b> 15/8	
<b>Heather [4]</b> 80/22 80/23 81/5 179/10	<b>high-flow [1]</b> 7/6	<b>hired [1]</b> 51/16	<b>honour [2]</b> 30/2 115/8	<b>Hotel [1]</b> 137/2	
<b>heating [1]</b> 44/19	<b>higher [1]</b> 136/9	<b>his [110]</b> 5/13 8/13 14/10 16/11 23/21 48/6 48/21 49/16 49/19 50/19 50/22 50/24 51/4 53/4 53/8 53/21 54/11 54/13 54/13 54/16 54/17 54/18 55/13 55/22 56/1 56/14 57/17 60/15 62/15 63/1 64/7 64/23 64/23 67/2 69/9 69/10 69/18 69/20 76/25 77/4 77/6 77/12 78/1 78/1 78/24 79/5 79/7 83/1 83/6 83/10 83/12 83/16 83/19 84/13 85/18 85/25 88/14 89/5 90/1 90/3 90/6 90/18 91/20 100/24 105/1 105/9 106/11 106/13 106/13 107/25 108/25 110/3 122/10 139/25 140/4 140/4 141/22 142/1 142/6 142/7 142/7 142/11 142/12 142/17 146/13 163/11 163/13 163/17 163/17 164/24 164/25 165/3 165/5 165/12 165/25 166/6 167/4 167/16 167/22 168/2 168/7 168/24 169/20 170/3 170/13 170/24 171/15 171/16 172/20 176/6	<b>honest [3]</b> 70/9 122/13 170/10	<b>hour [11]</b> 9/25 10/5 10/5 11/18 20/23 21/5 108/9 112/19 138/23 170/18 170/18	
<b>heavily [1]</b> 85/12	<b>highlight [7]</b> 3/6 122/7 123/5 123/19 124/15 125/8 128/21	<b>hills [1]</b> 140/8 141/3	<b>honoured [1]</b> 148/14	<b>hours [13]</b> 10/6 17/4 60/10 60/10 86/15 105/10 106/16 107/16 113/19 142/4 145/19 165/18 170/9	
<b>held [2]</b> 69/20 150/24	<b>highlighting [1]</b> 2/10	<b>Hillsborough [1]</b> 158/23	<b>honouring [1]</b> 25/8	<b>house [12]</b> 23/9 23/24 61/18 61/19 62/1 94/12 94/12 106/21 124/5 131/2 131/14 131/15	
<b>help [37]</b> 12/8 19/14 33/15 34/11 34/17 38/23 39/1 42/10 57/9 58/22 58/24 59/11 59/16 59/22 60/6 74/10 74/11 76/9 76/13 80/10 80/12 94/11 99/20 104/23 122/24 127/17 129/9 129/16 131/19 137/12 138/3 144/2 152/14 153/15 160/18 164/24 178/2	<b>highly [1]</b> 37/8	<b>him [160]</b> 5/12 8/10 8/13 10/20 10/23 11/13 11/15 12/14 13/7 14/8 14/10 21/3 23/9 24/7 49/15 50/16 53/14 55/25 57/5 57/7 57/17 57/20 58/1 58/9 60/18 61/2 61/2 61/4 61/5 61/5 61/12 61/14 62/5 62/15 63/2 64/10 65/10 65/11 65/18 65/20 66/15 66/24 67/2 67/3 68/12 68/13 68/23 68/24 69/7 69/8 69/14 69/15 69/17 69/18 69/22 69/22 70/7 70/8 70/9 70/14 71/2 71/6 71/12 71/15 71/22 71/23 74/16 76/19 77/7 78/20 78/21 78/23 79/5 79/5 83/10 83/12 84/17 84/23 85/6 85/9 85/9 85/16 85/19 86/14 86/17 86/18 86/18 87/13 87/13 87/15 87/16 87/19 88/17 88/18 89/3 89/5 89/7 89/10 89/17 89/25 90/16 90/19 90/23 96/22 104/23 105/5 108/11 109/4 125/11 140/4 140/13 141/3 141/7 141/17 142/1 143/3 143/4 143/4 143/6 143/6 143/16 144/5 144/13 146/23 147/1 163/9 163/10 164/13 164/15 164/19 165/21 165/23 166/3 166/6 166/16 166/17 166/22 167/7 167/9 168/11 168/19 169/4 169/6 169/24 170/21 170/22 170/22 171/1 171/2 171/3 171/5 171/8 171/9 171/10 172/14 172/15 172/16 173/7 174/13 176/4	<b>honestly [1]</b> 70/23	<b>household [1]</b> 150/8	
<b>helped [6]</b> 85/9 85/9 95/13 131/6 167/22 173/17	<b>himself [8]</b> 10/19 24/8 51/16 53/1 57/21 63/17 163/10 163/10	<b>hills [1]</b> 140/8 141/3	<b>hood [1]</b> 88/14	<b>households [1]</b> 3/17	
<b>helpful [9]</b> 34/6 36/16 36/23 37/1 37/5 38/17 46/3 157/16 177/18	<b>hindsight [2]</b> 68/13 164/18	<b>Hill [2]</b> 140/8 141/3	<b>hooded [2]</b> 88/11 88/16	<b>how [88]</b> 5/23 10/14 12/15 16/7 20/20 20/21 28/1 28/16 28/17 34/15 35/1 38/5 38/21 38/22 39/8 39/11 40/16 42/18 43/15 47/8 52/24 55/11 55/12 56/9 58/23 60/5 62/2 65/21 68/5 68/12 68/15 74/15 76/23 77/3 79/13 79/18 83/2 84/18 85/1 89/24 91/16 92/18 95/20 95/24 96/10 101/3 101/21 103/22 106/19 108/14 112/2 112/25 115/21 115/22 115/23 117/20 118/16 122/20 123/6 123/7 123/15 124/17 126/6 129/12 129/19 130/5 130/12 130/19 141/8 144/15 148/18 149/13 149/25 150/14 152/5 153/3 154/10 157/24 158/13 159/7 167/4 167/24 168/14 170/8 171/7 171/9 177/16 177/17	<b>hope [8]</b> 80/25 97/22 99/25 138/7 139/6 159/18 175/14 175/15
<b>helping [1]</b> 14/19	<b>hindsight's [1]</b> 164/19	<b>Hillsborough [1]</b> 158/23	<b>hoped [2]</b> 22/9 69/19	<b>hospices [1]</b> 120/25	
<b>her [72]</b> 10/21 10/22 10/24 11/20 11/25 13/3 21/19 21/20 23/24 31/23 44/14 53/22 53/23 53/25 54/1 54/6 69/1 74/16 75/11 75/14 75/18 75/18 75/19 100/23 108/21 110/17 110/24 111/1 111/4 111/10 112/21 112/23 113/5 113/7 114/8 114/18 119/10 120/6 120/21 120/22 120/23 121/11 121/12 121/13 121/14 128/9 128/12 128/16 128/24 128/24 129/7 145/23 145/24 146/3 146/7 146/9 146/10 147/18 147/19 147/25 150/3 150/3 150/5 157/1 157/3 157/5 157/6 157/9 157/10 157/11 157/14 157/14	<b>hired [1]</b> 51/16	<b>Hillsborough [1]</b> 158/23	<b>hopefully [2]</b> 86/19 98/25	<b>hospital [89]</b> 4/18 4/24 4/25 5/1 5/4 5/11 5/13 5/25 6/20 9/17 10/21 13/10 24/9 26/8 35/10 57/18 59/3 60/4 61/4 61/10 63/12 66/22 68/9 68/22 69/3 71/13 82/10 83/22 84/2 84/9 84/12 85/1 85/10 85/24 86/6 87/7 87/21 89/14 89/18 90/13 91/19 95/19 97/4 102/15 104/25 105/4 106/7 107/5 109/9 109/17 109/24 110/22 114/7 114/8 116/6 116/15 116/22 121/25 132/7 132/17 132/20 134/16 143/6 143/19 143/23 144/25 145/3 145/14 145/15 145/18 146/16 156/1 157/3 157/5 164/7 164/9 164/10 165/17 168/8 168/9 168/12 169/25 170/14 170/20 171/5 172/21 173/5 173/10 176/7	<b>hospitalised [2]</b>
<b>her hospital [1]</b> 10/21	<b>highlight [7]</b> 3/6 122/7 123/5 123/19 124/15 125/8 128/21	<b>himself [8]</b> 10/19 24/8 51/16 53/1 57/21 63/17 163/10 163/10	<b>hoped [2]</b> 22/9 69/19	<b>however [3]</b> 103/12 117/17 151/19	
<b>here [22]</b> 10/9 37/20 47/3 57/8 57/20 69/10 69/12 72/20 75/11 80/10 95/1 96/23 97/1 97/5 97/21 97/23 98/9 99/4 103/16 108/14 138/13 176/3	<b>highlighting [1]</b> 2/10	<b>hills [1]</b> 140/8 141/3	<b>hopes [1]</b> 96/8	<b>hug [5]</b> 24/11 61/7 70/8 115/25 138/16	
<b>here's [1]</b> 71/12	<b>highly [1]</b> 37/8	<b>Hill [2]</b> 140/8 141/3	<b>horrible [1]</b> 25/12	<b>huge [6]</b> 35/8 35/9 35/19 114/24 115/9 131/13	
<b>heritage [1]</b> 124/20	<b>him [160]</b> 5/12 8/10 8/13 10/20 10/23 11/13 11/15 12/14 13/7 14/8 14/10 21/3 23/9 24/7 49/15 50/16 53/14 55/25 57/5 57/7 57/17 57/20 58/1 58/9 60/18 61/2 61/2 61/4 61/5 61/5 61/12 61/14 62/5 62/15 63/2 64/10 65/10 65/11 65/18 65/20 66/15 66/24 67/2 67/3 68/12 68/13 68/23 68/24 69/7 69/8 69/14 69/15 69/17 69/18 69/22 69/22 70/7 70/8 70/9 70/14 71/2 71/6 71/12 71/15 71/22 71/23 74/16 76/19 77/7 78/20 78/21 78/23 79/5 79/5 83/10 83/12 84/17 84/23 85/6 85/9 85/9 85/16 85/19 86/14 86/17 86/18 86/18 87/13 87/13 87/15 87/16 87/19 88/17 88/18 89/3 89/5 89/7 89/10 89/17 89/25 90/16 90/19 90/23 96/22 104/23 105/5 108/11 109/4 125/11 140/4 140/13 141/3 141/7 141/17 142/1 143/3 143/4 143/4 143/6 143/6 143/16 144/5 144/13 146/23 147/1 163/9 163/10 164/13 164/15 164/19 165/21 165/23 166/3 166/6 166/16 166/17 166/22 167/7 167/9 168/11 168/19 169/4 169/6 169/24 170/21 170/22 170/22 171/1 171/2 171/3 171/5 171/8 171/9 171/10 172/14 172/15 172/16 173/7 174/13 176/4	<b>hills [1]</b> 140/8 141/3	<b>horrific [5]</b> 29/4 37/10 42/2 67/6 158/4	<b>hugely [3]</b> 5/7 37/1 44/8	
<b>heroes [1]</b> 158/11	<b>himself [8]</b> 10/19 24/8 51/16 53/1 57/21 63/17 163/10 163/10	<b>Hillsborough [1]</b> 158/23	<b>horrifying [1]</b> 142/14	<b>hugged [5]</b> 19/25 24/6 24/7 167/16 167/18	

<b>H</b>	<b>I</b>	<b>I explained [2]</b> 107/19 108/14	15/11 15/12 58/5 67/15 85/8 129/4 171/2	21/18 30/4 54/11 55/25 62/14 65/8 68/7 68/11 69/25 70/4 72/18 75/10 85/16
<b>human [3]</b> 24/14 40/2 115/11	<b>I at [1]</b> 64/21	<b>I feel [9]</b> 8/21 23/5 65/17 78/17 119/10 119/12 173/20 173/22 176/11	<b>I know [9]</b> 15/24 25/12 76/15 78/11 92/20 139/9 171/7 171/8 171/9	<b>I responded [1]</b> 17/2 <b>I rethink [1]</b> 111/6 <b>I said [9]</b> 57/19 58/9 62/16 86/6 112/3 117/25 134/24 167/6 168/15
<b>humane [1]</b> 121/17	<b>I attempt [1]</b> 173/23	<b>I find [2]</b> 18/5 19/2	<b>I later [1]</b> 169/7	<b>I sat [1]</b> 90/19
<b>hundred [4]</b> 55/22 66/18 76/13 78/8	<b>I beat [1]</b> 66/10	<b>I found [3]</b> 27/21 117/10 129/3	<b>I live [1]</b> 19/4	<b>I say [4]</b> 65/11 74/12 97/23 120/11
<b>hungry [1]</b> 178/1	<b>I believe [4]</b> 92/21 115/17 137/9 149/12	<b>I got [9]</b> 10/7 12/9 57/3 58/7 62/20 98/6 133/7 170/9 170/12	<b>I lived [2]</b> 94/14 163/25	<b>I see [1]</b> 64/2
<b>husband [83]</b> 5/9 7/8 9/2 11/10 11/22 12/2 12/12 13/15 16/7 16/8 16/11 19/12 21/19 22/2 22/18 23/13 37/16 37/20 47/4 47/8 48/4 48/16 49/12 52/24 54/3 54/12 55/2 55/11 55/19 56/14 56/19 58/15 60/22 61/10 61/19 62/20 62/24 63/11 63/17 68/17 70/15 72/21 73/2 73/10 73/20 76/15 77/11 79/14 79/23 82/4 82/7 82/13 82/17 82/21 82/23 83/21 84/2 84/3 84/9 84/18 85/1 85/24 86/21 86/25 88/7 88/10 88/21 89/23 89/24 90/8 90/10 92/10 92/23 96/4 107/18 108/16 113/19 130/24 131/12 134/2 147/19 163/25 174/12	<b>I can [11]</b> 50/20 57/20 79/13 80/10 80/11 93/1 94/19 147/6 160/15 162/25 174/12	<b>I guess [3]</b> 132/12 136/16 136/25	<b>I loved [2]</b> 94/14 163/25	<b>I shall [4]</b> 46/4 46/5 138/22 178/8
<b>husband's [13]</b> 23/21 24/8 31/22 51/1 53/13 54/23 56/10 60/13 83/2 86/9 86/11 89/16 92/6	<b>I can't [10]</b> 65/6 65/7 65/12 65/13 78/7 87/25 119/21 122/18 170/6 176/23	<b>I had [39]</b> 19/10 29/9 44/24 49/21 50/12 50/18 57/7 57/11 57/12 65/14 69/14 69/15 72/16 72/17 73/11 73/17 90/11 90/16 93/13 93/16 94/7 94/7 94/14 106/1 107/25 108/21 110/10 111/24 121/15 151/25 156/2 156/3 156/8 163/19 167/7 168/18 168/22 174/25 175/13	<b>I looked [1]</b> 133/21	<b>I should [1]</b> 174/22
<b>husbands [2]</b> 3/25 11/1	<b>I certainly [2]</b> 37/22 121/23	<b>I hadn't [3]</b> 24/6 37/21 171/7	<b>I lost [3]</b> 13/15 102/14 130/24	<b>I slept [1]</b> 83/11
<b>hustled [2]</b> 15/15 15/16	<b>I come [3]</b> 10/3 85/6 86/5	<b>I have [18]</b> 8/11 19/11 31/21 41/23 50/20 92/24 94/3 94/19 94/23 122/18 123/22 131/13 138/12 139/8 160/10 161/15 169/10 173/21	<b>I love [2]</b> 61/8 160/13	<b>I spent [1]</b> 106/3
<b>hybrid [1]</b> 38/10	<b>I contacted [1]</b> 166/20	<b>I heard [1]</b> 158/10	<b>I made [1]</b> 152/2	<b>I started [1]</b> 98/4
<b>hymn [1]</b> 26/22	<b>I could [19]</b> 10/6 10/15 19/25 50/16 54/14 58/2 62/13 65/10 92/2 96/16 107/24 111/21 120/21 136/21 166/2 167/3 170/20 171/1 171/16	<b>I hear [1]</b> 158/10	<b>I managed [2]</b> 167/17 173/2	<b>I still [10]</b> 70/8 71/17 74/22 84/16 92/2 96/22 108/1 120/7 171/3 173/15
<b>hymns [2]</b> 23/6 26/23	<b>I could see [1]</b> 31/24	<b>I heard [2]</b> 15/7 58/1	<b>I may [5]</b> 3/8 3/18 44/15 96/5 160/24	<b>I strongly [1]</b> 158/22
<b>I</b>	<b>I couldn't [9]</b> 29/8 29/22 70/8 87/24 93/2 113/15 113/17 170/18 170/24	<b>I honestly [1]</b> 70/23	<b>I mean [22]</b> 15/7 29/22 42/21 48/21 51/14 53/7 58/24 62/11 76/25 122/12 151/6 155/2 167/4 167/25 168/13 169/21 170/1 172/6 173/11 174/12 174/22 177/1	<b>I suggested [1]</b> 166/25
<b>I actually [2]</b> 24/10 155/25	<b>I did [14]</b> 1/12 38/17 58/13 68/20 68/24 70/7 86/2 132/21 153/5 167/9 167/16 170/15 171/14 177/11	<b>I hope [7]</b> 80/25 97/22 99/25 138/7 139/6 175/14 175/15	<b>I met [1]</b> 137/1	<b>I support [1]</b> 158/9
<b>I also [3]</b> 50/25 156/11 159/3	<b>I didn't [12]</b> 23/2 30/8 49/24 56/17 56/25 67/25 120/12 133/7 151/24 168/6 177/12 177/12	<b>I hugged [1]</b> 24/7	<b>I might [1]</b> 41/5	<b>I suspect [2]</b> 138/15 161/21
<b>I always [2]</b> 6/7 177/25	<b>I die [1]</b> 22/20	<b>I immediately [1]</b> 62/20	<b>I missed [1]</b> 21/2	<b>I swap [1]</b> 112/22
<b>I am [7]</b> 1/19 1/22 19/2 24/10 45/12 131/14 146/25	<b>I do [11]</b> 11/5 49/6 88/22 96/24 116/3 138/12 160/24 164/2 169/21 174/1 174/18	<b>I informed [1]</b> 37/16	<b>I move [1]</b> 19/15	<b>I thankfully [1]</b> 94/10
<b>I appreciate [2]</b> 161/16 162/3	<b>I don't [24]</b> 10/13 10/22 10/24 11/20 15/1 19/9 24/11 35/20 54/18 62/1 65/16 65/16 66/8 71/24 79/17 81/12 92/3 97/15 97/24 145/9 156/7 169/24 173/17 177/16	<b>I intended [1]</b> 162/2	<b>I moved [1]</b> 163/24	<b>I then [3]</b> 112/18 170/19 170/20
<b>I ask [1]</b> 137/8	<b>I drove [2]</b> 107/18 113/19	<b>I jointly [1]</b> 163/20	<b>I myself [1]</b> 93/25	<b>I think [68]</b> 3/18 3/23 4/4 4/11 8/20 10/9 16/3 18/24 19/23 25/17 29/2 30/22 32/13 32/16 32/21 34/13 35/7 35/7 35/25 36/21 38/16 39/14 40/10 41/4 42/21 50/10 54/1 58/20 59/1 60/3 62/10 63/3 63/5 63/11 65/1 65/16 68/13 70/4 70/25 71/1 78/6 80/9 97/9 105/9 120/9 120/13 129/3 135/18 138/10 138/21 141/20 146/22 149/16 152/15 152/15 153/25 153/25 154/13 155/14 161/24 164/4 165/6 167/19 171/12 174/18 174/21 175/1 176/21
<b>I asked [17]</b> 10/3 23/9 65/10 84/14 86/5 87/19 106/18 107/20 109/22 111/24 112/12 166/2 166/21 169/3 169/5 171/1 171/16	<b>I ended [2]</b> 57/12 121/10	<b>I just [35]</b> 21/3 21/6 25/10 25/15 27/14 55/10 56/2 57/5 58/5 58/11 61/5 62/9 62/16 62/16 64/14 64/14 64/19 64/19 65/13 66/10 68/12 69/11 70/8 70/13 71/14 71/16 72/14 75/11 75/14 82/5 83/9 90/12 112/12 113/6 166/24	<b>I noticed [2]</b> 160/6 177/11	<b>I trust [1]</b> 17/7

<p><b>I</b></p> <p><b>I try [2]</b> 76/25 174/11</p> <p><b>I understand [3]</b> 1/20 43/17 65/15</p> <p><b>I understood [1]</b> 175/1</p> <p><b>I used [4]</b> 9/2 77/19 117/10 117/11</p> <p><b>I want [3]</b> 44/10 53/11 71/3</p> <p><b>I wanted [8]</b> 8/10 14/9 43/21 43/24 134/8 137/19 168/24 169/2</p> <p><b>I was [86]</b> 6/3 6/5 6/9 9/1 9/15 9/20 9/23 9/24 9/25 10/2 10/4 10/5 10/10 10/15 11/17 12/3 12/7 12/12 14/8 15/11 19/16 22/3 37/19 44/24 47/20 49/21 49/22 54/15 55/14 56/20 56/23 57/16 57/18 57/25 58/11 61/13 61/15 66/22 72/15 74/12 74/12 74/18 84/14 85/9 85/13 86/6 86/7 86/12 87/5 87/12 87/24 88/20 90/4 90/11 90/20 93/14 96/20 98/10 98/20 106/24 107/18 107/22 110/6 111/21 111/25 113/12 120/7 121/7 121/17 129/7 132/22 145/20 151/25 153/8 156/8 156/8 157/13 163/20 164/16 166/4 166/9 168/19 170/17 170/22 170/24 173/13</p> <p><b>I wasn't [6]</b> 47/16 69/21 133/7 169/1 172/14 172/15</p> <p><b>I went [6]</b> 10/1 58/7 90/20 111/20 173/10 173/12</p> <p><b>I were [2]</b> 8/13 44/20</p> <p><b>I weren't [1]</b> 146/21</p> <p><b>I will [3]</b> 119/14 173/18 177/14</p> <p><b>I wish [1]</b> 46/1</p> <p><b>I wished [1]</b> 37/25</p> <p><b>I won't [1]</b> 41/24</p> <p><b>I wonder [2]</b> 128/2 160/23</p> <p><b>I worked [1]</b> 153/12</p> <p><b>I would [16]</b> 5/12 5/14 9/20 38/2 41/4 61/20 71/21 80/1 84/12 91/2 91/9 94/5 136/16 161/1 166/5 166/20</p> <p><b>I wouldn't [2]</b> 164/18 167/6</p>	<p><b>I'd [28]</b> 14/9 20/25 21/3 32/4 56/18 62/11 64/10 68/8 72/3 75/6 75/17 85/22 90/15 90/16 92/2 95/9 96/25 102/12 107/20 107/21 108/14 109/16 120/12 135/20 138/8 152/17 163/6 166/1</p> <p><b>I'll [11]</b> 4/22 21/20 22/22 43/22 43/22 45/10 57/19 81/14 89/6 137/19 168/15</p> <p><b>I'm [57]</b> 3/5 3/6 3/19 12/21 19/18 23/11 26/7 33/9 38/5 40/12 45/4 45/12 45/19 48/1 58/1 58/12 62/1 62/16 62/17 62/19 62/21 62/21 64/5 64/5 64/12 64/13 66/9 69/24 72/20 79/18 82/3 82/5 82/6 85/3 88/23 94/2 94/3 96/23 97/23 99/9 102/8 112/22 119/13 131/1 131/12 137/24 138/14 161/18 161/18 161/21 167/11 173/16 174/13 174/19 174/19 174/21 178/2</p> <p><b>I've [30]</b> 9/1 9/19 12/21 22/24 61/21 62/17 62/17 64/11 64/11 64/13 65/3 65/9 66/21 69/5 70/20 72/20 80/12 92/20 92/23 95/1 119/22 130/21 131/2 137/19 137/23 137/23 154/23 160/10 162/1 172/13</p> <p><b>Ian [2]</b> 47/4 100/24</p> <p><b>ICU [14]</b> 13/5 61/11 85/25 86/15 87/10 87/22 111/11 111/16 112/7 112/11 113/12 113/14 113/21 145/11</p> <p><b>idea [3]</b> 54/14 76/14 168/22</p> <p><b>identified [1]</b> 171/6</p> <p><b>if [97]</b> 3/8 3/18 4/11 4/17 4/22 5/11 6/19 11/19 12/1 12/13 15/1 15/8 15/16 17/4 17/8 18/12 21/19 22/21 23/9 25/18 26/11 27/22 30/6 31/7 31/18 35/16 37/25 41/5 43/8 43/19 44/15 45/17 51/18 56/24 58/15 65/10 65/17 72/16 73/14 75/12 75/16 77/6 78/5 78/6 78/8 78/14 79/17 94/5 96/5 96/16 97/15 106/12 106/25 107/15 107/22 111/2 112/5 114/16</p>	<p>117/16 118/2 120/13 121/17 122/2 122/11 122/11 123/5 123/19 124/4 125/7 126/25 128/2 134/5 135/14 136/20 137/21 141/20 143/7 160/24 161/25 162/10 166/2 166/9 166/21 167/3 168/12 169/4 169/5 170/13 170/20 171/1 171/11 171/16 173/17 175/16 175/18 176/3 176/5</p> <p><b>ignore [2]</b> 59/10 162/1</p> <p><b>ill [7]</b> 55/19 57/21 60/5 116/6 157/12 163/19 175/17</p> <p><b>ill health [1]</b> 157/12</p> <p><b>illness [2]</b> 152/6 163/20</p> <p><b>illogical [1]</b> 121/21</p> <p><b>imagine [2]</b> 32/13 160/15</p> <p><b>IMHA [2]</b> 168/25 169/1</p> <p><b>immeasurable [1]</b> 95/23</p> <p><b>immediate [6]</b> 29/13 37/6 40/23 149/22 149/25 155/10</p> <p><b>immediately [5]</b> 56/22 60/17 62/20 69/3 114/8</p> <p><b>imminently [1]</b> 121/8</p> <p><b>immune [2]</b> 49/24 57/12</p> <p><b>immunocompromise d [2]</b> 50/3 50/23</p> <p><b>impact [25]</b> 5/20 14/1 19/6 28/20 50/8 59/25 62/7 64/7 66/7 91/3 91/4 94/24 94/24 111/4 117/2 117/25 119/21 123/16 127/7 129/17 130/15 134/21 136/8 140/1 172/4</p> <p><b>impacted [7]</b> 35/9 75/3 91/7 92/18 93/9 174/3 174/16</p> <p><b>impacts [2]</b> 18/23 93/4</p> <p><b>impairment [1]</b> 176/2</p> <p><b>impersonal [5]</b> 30/19 36/23 67/22 121/4 157/8</p> <p><b>implement [4]</b> 45/17 76/12 137/25 161/12</p> <p><b>implemented [2]</b> 158/24 161/1</p> <p><b>Implementing [1]</b> 28/20</p> <p><b>importance [3]</b> 40/1 40/21 125/17</p> <p><b>important [21]</b> 3/23 4/4 6/14 12/15 14/18</p>	<p>20/10 28/2 32/1 44/4 79/16 79/22 92/25 94/16 129/8 133/15 148/10 149/1 152/4 158/24 164/23 175/1</p> <p><b>imposed [3]</b> 3/15 121/20 141/25</p> <p><b>impossible [6]</b> 7/3 116/25 122/23 146/18 152/12 155/14</p> <p><b>impressive [1]</b> 45/8</p> <p><b>improve [3]</b> 2/19 39/11 168/11</p> <p><b>improved [1]</b> 105/1</p> <p><b>inability [6]</b> 18/10 21/9 120/4 120/17 124/13 155/11</p> <p><b>inaccessible [1]</b> 32/12</p> <p><b>inadequate [1]</b> 30/19</p> <p><b>incinerated [2]</b> 15/19 18/19</p> <p><b>include [1]</b> 40/18</p> <p><b>included [3]</b> 40/5 41/2 137/16</p> <p><b>including [2]</b> 33/23 150/11</p> <p><b>income [2]</b> 130/12 130/14</p> <p><b>incomparable [1]</b> 14/7</p> <p><b>inconsistency [1]</b> 29/16</p> <p><b>inconsistent [2]</b> 22/7 27/21</p> <p><b>increased [4]</b> 34/16 49/15 50/5 141/17</p> <p><b>increasingly [2]</b> 62/24 152/23</p> <p><b>incredible [1]</b> 158/5</p> <p><b>incredibly [10]</b> 8/5 17/1 38/13 102/19 114/23 118/17 119/11 134/7 154/13 163/16</p> <p><b>incubation [1]</b> 54/7</p> <p><b>indeed [25]</b> 1/22 2/22 4/23 13/12 18/11 42/14 44/22 45/6 46/15 78/11 79/12 80/14 97/14 99/8 110/16 127/12 127/19 129/12 138/2 138/17 140/21 160/18 162/4 177/8 178/2</p> <p><b>independent [2]</b> 16/18 168/24</p> <p><b>indescribable [1]</b> 14/2</p> <p><b>indicate [1]</b> 17/10</p> <p><b>indicates [1]</b> 98/19</p> <p><b>indication [1]</b> 114/15</p> <p><b>individual [4]</b> 7/2 16/23 19/19 30/9</p> <p><b>individually [1]</b> 9/7</p> <p><b>individuals [3]</b> 4/13 9/13 176/1</p>	<p><b>ineligible [1]</b> 113/15</p> <p><b>inequalities [2]</b> 127/7 127/9</p> <p><b>infection [3]</b> 5/1 10/13 86/17</p> <p><b>infections [3]</b> 1/13 70/23 70/24</p> <p><b>infectious [2]</b> 27/23 144/17</p> <p><b>inform [1]</b> 110/24</p> <p><b>information [24]</b> 6/17 7/13 7/23 22/7 23/18 36/2 42/3 42/7 67/11 67/23 73/18 74/9 86/9 87/20 87/22 102/9 105/16 118/18 127/8 132/3 133/1 133/17 134/15 147/22</p> <p><b>informed [5]</b> 33/11 37/16 86/25 110/3 110/5</p> <p><b>initially [9]</b> 9/24 52/10 84/11 87/7 87/9 143/24 151/24 165/24 169/7</p> <p><b>injecting [1]</b> 63/2</p> <p><b>injury [1]</b> 164/8</p> <p><b>innings [1]</b> 16/17</p> <p><b>input [1]</b> 169/20</p> <p><b>INQ000588201 [1]</b> 28/11</p> <p><b>INQ000651047 [1]</b> 100/1</p> <p><b>INQ000659894 [1]</b> 119/1</p> <p><b>INQ000659967 [1]</b> 46/20</p> <p><b>INQ000659969 [1]</b> 81/8</p> <p><b>INQ000659978 [1]</b> 139/16</p> <p><b>INQ000660030 [1]</b> 162/22</p> <p><b>INQ00069894 [1]</b> 7/19</p> <p><b>inquest [7]</b> 135/13 135/15 172/22 173/6 173/12 173/22 173/22</p> <p><b>inquests [3]</b> 135/2 135/6 135/11</p> <p><b>inquiries [1]</b> 102/5</p> <p><b>inquiry [43]</b> 1/8 9/4 15/2 15/21 42/19 43/24 44/2 44/16 45/7 45/15 45/21 46/14 46/21 80/24 81/22 88/25 99/21 100/3 100/22 101/20 102/10 135/1 135/22 137/5 137/5 139/10 139/18 154/16 156/2 159/13 161/5 161/9 161/10 161/16 161/19 162/14 177/10 179/4 179/8 179/11 179/14 179/18 179/22</p>
--	---	---	---	---

**I**  
**inside [3]** 23/8 52/21 72/22  
**insights [1]** 84/25  
**insisted [1]** 140/23  
**instance [1]** 34/24  
**instead [5]** 19/14 25/25 95/4 95/20 115/22  
**instructed [1]** 172/20  
**instructions [1]** 52/1  
**insular [1]** 20/16  
**insulin [1]** 63/2  
**integrated [2]** 155/17 175/23  
**integrity [1]** 154/22  
**intended [2]** 41/21 162/2  
**intensive [2]** 11/14 84/5  
**intention [1]** 167/7  
**intentions [1]** 2/21  
**intently [1]** 44/5  
**interesting [2]** 17/3 160/19  
**interim [2]** 136/17 137/6  
**interlinked [1]** 176/15  
**intervene [1]** 169/17  
**into [54]** 4/18 4/24 5/10 10/2 12/10 26/8 27/10 29/25 33/7 51/21 52/6 53/5 53/6 53/7 57/18 58/6 58/7 59/2 60/4 62/9 69/8 69/9 69/11 71/12 71/16 83/22 84/2 84/25 87/7 87/23 88/1 100/23 102/5 103/11 104/25 105/4 106/5 106/11 106/18 106/21 111/22 112/10 115/2 133/22 142/7 143/4 143/6 143/19 146/5 159/19 164/7 164/10 164/21 173/8  
**intravenous [1]** 57/14  
**invasive [1]** 168/22  
**investigative [2]** 36/2 132/5  
**invigilator [1]** 140/11  
**invite [1]** 29/3  
**invites [1]** 135/22  
**inviting [1]** 138/9  
**involve [1]** 48/6  
**involved [4]** 98/25 105/24 132/4 176/6  
**iPads [1]** 87/21  
**iPhone [2]** 88/1 88/2  
**is [190]**  
**is all [1]** 115/16  
**isn't [4]** 82/16 93/9 118/12 175/18

**isolate [2]** 13/22 22/7  
**isolated [11]** 20/6 20/11 72/22 104/7 123/17 124/1 124/1 126/19 128/17 152/1 152/14  
**isolating [1]** 20/20  
**isolation [12]** 21/9 21/11 22/8 74/11 79/4 83/17 84/11 103/3 120/23 133/21 133/23 152/15  
**issue [3]** 3/12 42/1 78/3  
**issued [1]** 113/24  
**issues [9]** 2/10 3/5 21/8 41/25 134/14 157/20 158/8 158/14 159/20  
**it [391]**  
**it's [115]** 3/23 4/4 8/20 12/18 16/20 17/8 17/11 17/18 17/18 17/25 19/1 19/6 19/22 20/15 22/14 22/18 24/20 24/21 26/21 28/11 29/18 30/2 33/1 33/17 34/10 34/14 35/14 39/16 42/5 42/22 42/23 45/8 45/13 45/23 46/18 49/18 50/11 64/4 70/15 74/3 74/10 74/11 75/25 76/11 79/22 80/5 80/5 80/25 81/15 81/17 82/16 95/22 97/1 97/4 97/5 97/22 100/1 100/5 102/15 102/16 102/17 109/20 111/2 111/5 111/6 113/7 116/2 116/6 116/25 117/24 117/24 118/9 118/9 118/17 119/1 119/18 120/12 122/2 122/19 123/12 123/14 126/5 126/5 128/5 129/12 129/22 130/6 131/1 134/6 134/7 136/25 137/24 139/20 149/1 151/4 154/13 156/15 157/16 157/21 160/11 160/14 160/19 160/25 161/3 162/19 167/16 167/20 169/11 170/5 172/6 172/7 172/17 175/18 175/20 177/18  
**Italy [1]** 140/19  
**items [1]** 29/19  
**its [3]** 42/20 101/13 157/20  
**itself [5]** 20/13 21/9 26/16 92/13 154/18  
**ITU [3]** 60/4 62/5 69/7

**J**  
**Jacobs [1]** 3/20  
**Jane [1]** 128/9  
**janitor [1]** 112/19  
**January [19]** 55/12 60/11 102/14 104/19 105/1 105/20 107/5 109/3 109/23 110/11 111/22 114/6 116/3 116/4 118/6 133/5 133/5 164/7 165/5  
**January '21 [3]** 102/14 110/11 118/6  
**January 2021 [1]** 55/12  
**jealous [1]** 74/23  
**Jewish [5]** 148/9 148/12 148/18 150/15 151/21  
**Jews [1]** 151/16  
**Joanna [2]** 100/21 100/23  
**Joanna's [1]** 101/2  
**job [3]** 6/22 48/6 51/1  
**jobs [1]** 36/18  
**John [1]** 163/7  
**join [2]** 25/21 151/8  
**joined [1]** 75/15  
**jointly [2]** 163/20 169/20  
**joke [1]** 140/15  
**journey [3]** 19/20 50/11 107/16  
**joy [1]** 19/3  
**joyous [1]** 77/23  
**judgement [1]** 17/20  
**juggle [4]** 13/11 13/18 13/23 94/19  
**juice [1]** 85/15  
**jump [1]** 114/18  
**June [3]** 18/7 24/6 155/25  
**June 2020 [1]** 24/6  
**June 2022 [1]** 155/25  
**juries [1]** 135/7  
**just [213]**  
**justice [7]** 1/24 100/10 100/13 119/24 129/1 154/8 154/21  
**Justice Facebook [1]** 129/1  
**Justice Group [1]** 119/24  
**Justice UK [2]** 100/10 154/8  
**justify [1]** 175/17  
**K**  
**Katherine [5]** 162/7 162/12 162/13 162/17 179/21  
**Katherine Poole [1]** 162/12  
**KC [1]** 3/20  
**keep [9]** 23/15 86/18

104/24 117/20 130/4 130/19 133/7 138/1 161/9  
**ken [1]** 84/13  
**kept [8]** 18/16 61/18 61/21 76/19 83/16 90/18 116/7 163/10  
**key [3]** 3/25 41/25 117/14  
**kicked [1]** 11/24  
**kidnapped [1]** 15/9  
**kidney [1]** 164/8  
**kidneys [2]** 89/17 168/2  
**kids [8]** 57/2 68/1 68/2 72/1 72/2 73/12 77/19 78/25  
**killed [1]** 71/2  
**kin [5]** 110/2 110/4 110/6 110/9 122/20  
**kind [8]** 24/19 35/21 44/1 87/15 89/4 91/21 93/20 140/13  
**kinds [1]** 30/12  
**kiss [2]** 69/22 70/8  
**kitchen [1]** 54/15  
**kitted [1]** 9/24  
**knees [1]** 10/1  
**knew [30]** 9/22 12/5 15/11 15/12 27/5 27/5 32/2 57/5 57/5 58/5 58/5 64/14 64/14 64/19 64/19 64/23 67/15 69/12 69/13 83/6 85/8 106/14 111/16 129/4 141/5 142/15 142/15 148/6 163/10 171/2  
**know [151]** 5/25 6/1 10/9 10/22 10/24 11/21 11/23 13/8 15/1 15/24 16/21 23/18 24/18 25/12 26/18 26/20 26/22 26/25 29/2 29/10 29/23 29/25 30/11 30/25 31/6 32/20 34/1 35/11 35/13 35/22 36/22 39/1 42/5 47/22 48/8 49/10 50/10 50/12 50/16 51/24 52/20 53/4 54/5 54/18 55/20 56/2 56/24 56/25 57/2 57/6 57/9 58/8 58/21 61/20 61/22 62/14 62/19 65/4 65/9 65/16 65/16 65/16 66/18 66/23 67/20 68/1 68/8 68/13 70/2 70/9 70/22 71/10 71/17 71/25 72/2 72/19 73/13 73/14 73/17 74/9 75/4 75/6 75/12 76/15 77/3 77/3 77/6 77/8 77/20 78/11 79/17 79/18 79/25 82/12 84/23

92/20 92/24 93/2 95/19 95/24 97/15 98/15 98/20 102/20 102/21 102/22 103/22 103/22 109/20 111/2 111/4 111/18 113/4 113/13 114/12 115/17 115/22 116/8 118/2 122/10 123/13 123/22 124/3 124/3 124/3 125/4 125/12 126/5 129/12 129/14 129/25 136/22 139/9 141/19 141/20 142/22 145/9 145/20 146/7 147/15 156/8 166/11 167/18 168/19 171/7 171/8 171/9 173/17 175/3 177/9 177/16  
**knowing [5]** 31/24 49/15 78/21 122/16 156/10  
**knowledge [6]** 46/24 81/25 100/5 139/20 147/3 163/2  
**knowledgeable [1]** 163/15  
**known [6]** 9/21 21/2 106/5 116/2 141/21 174/24  
**knows [2]** 78/8 176/15  
**Ks [1]** 116/13  
**L**  
**lack [16]** 6/16 6/17 7/22 7/22 28/14 35/6 59/21 74/3 74/4 74/9 74/10 104/12 105/16 122/24 126/25 157/22  
**lacked [1]** 126/18  
**Lady [29]** 1/4 12/16 19/24 22/17 22/20 42/22 42/25 43/10 43/19 43/23 44/15 44/25 46/6 46/11 79/11 80/16 80/21 99/17 136/15 137/1 138/19 139/3 159/19 160/5 162/3 162/6 162/12 177/6 178/10  
**Lady's [2]** 3/1 9/5  
**language [2]** 117/3 118/12  
**large [2]** 158/18 169/19  
**last [31]** 5/13 6/12 9/15 10/20 10/22 14/10 19/8 43/22 43/23 56/17 74/13 77/7 77/11 77/24 78/2 78/22 79/2 88/23 89/5 89/10 103/8 119/10 125/14 131/7 141/11 144/5 162/1 167/5 172/15 177/9 177/9

<b>L</b>	<b>less [4]</b> 52/13 88/18 152/14 153/15	102/12 106/13 115/6 120/7 120/12 122/2 123/23 125/15 125/16 133/12 135/20 136/14 136/15 136/16 138/8 138/20 146/11 152/17 155/11 160/20 161/1 161/25 163/6 168/3 169/15 170/2 172/17 173/20 175/9 175/16 176/19	52/4 52/11 52/15 79/9 103/21 104/14 141/2 141/25 144/23 155/13 166/1 166/2 166/9	155/17 157/1
<b>lasted [2]</b> 121/11 157/16	<b>lessons [6]</b> 39/22 100/18 101/22 102/3 135/20 136/20	<b>liked [1]</b> 71/19	<b>lockdowns [1]</b> 48/13	<b>lost [21]</b> 11/20 13/6 13/14 13/15 13/15 13/18 16/7 23/4 40/11 74/16 92/23 92/24 96/22 100/15 102/14 111/17 118/15 127/18 130/24 134/19 155/18
<b>lasting [1]</b> 28/20	<b>let [11]</b> 11/6 11/6 11/7 12/3 21/3 27/9 76/18 87/23 134/20 137/11 147/15	<b>likely [1]</b> 117/15	<b>logical [1]</b> 121/17	<b>lot [38]</b> 19/10 26/18 31/19 32/19 32/20 38/18 41/12 42/1 42/5 44/6 52/9 59/1 61/17 63/4 65/7 65/8 71/25 76/11 92/17 94/1 94/8 94/15 97/20 105/8 121/16 122/13 152/15 156/15 158/16 158/17 163/11 164/23 172/13 172/17 172/17 173/15 174/19 174/24
<b>lasts [1]</b> 131/16	<b>let's [15]</b> 7/17 12/22 17/4 20/17 24/24 28/10 31/10 39/4 56/5 118/25 120/1 122/7 123/2 128/19 130/7	<b>limitation [1]</b> 3/13	<b>London [2]</b> 53/22 140/8	<b>lots [9]</b> 10/24 26/19 26/20 41/8 56/1 68/10 70/23 75/14 75/14
<b>later [19]</b> 13/24 21/1 23/2 26/9 34/10 34/10 83/1 85/3 86/15 86/24 91/20 102/8 102/25 107/10 126/2 135/10 141/16 168/15 169/7	<b>letter [1]</b> 108/3	<b>limitations [1]</b> 168/20	<b>loneliness [2]</b> 20/22 21/12	<b>lottery [1]</b> 122/3
<b>latest [1]</b> 117/13	<b>letting [1]</b> 84/23	<b>limited [8]</b> 28/15 34/18 133/13 157/16 157/17 167/25 168/4 171/19	<b>lonely [2]</b> 124/2 127/21	<b>loudspeaker [1]</b> 57/17
<b>latterly [1]</b> 43/5	<b>level [6]</b> 8/21 41/14 43/3 124/7 136/9 141/22	<b>line [3]</b> 26/2 97/11 124/20	<b>long [33]</b> 13/3 14/6 25/21 27/3 32/8 47/10 54/7 54/21 68/10 69/22 69/23 93/13 93/16 94/1 94/24 97/7 97/22 103/5 120/18 123/1 128/11 130/11 131/7 135/18 136/8 137/12 138/6 140/23 156/6 156/12 156/13 156/16 174/13	<b>love [8]</b> 6/13 61/8 65/5 89/2 89/4 119/7 130/24 160/13
<b>laughed [1]</b> 109/21	<b>levels [9]</b> 22/8 60/15 60/18 63/1 64/23 64/23 83/19 84/14 142/22	<b>lines [1]</b> 130/8	<b>Long Covid [2]</b> 156/13 174/13	<b>Love you [1]</b> 89/2
<b>law [5]</b> 70/5 73/13 138/12 151/21 158/23	<b>liar [1]</b> 11/25	<b>list [3]</b> 78/3 129/7 136/14	<b>long-term [5]</b> 68/10 120/18 123/1 130/11 136/8	<b>loved [77]</b> 3/14 3/24 4/2 4/7 4/10 4/17 5/2 5/5 5/17 5/24 6/12 6/20 6/25 7/25 8/4 8/15 8/17 8/24 9/9 11/8 12/18 14/14 14/22 15/5 15/11 15/22 15/24 18/21 21/11 22/10 24/19 25/3 25/8 25/22 25/24 26/3 26/20 28/7 35/9 35/11 36/19 40/4 41/13 44/3 45/1 71/21 72/3 95/18 100/15 103/4 118/15 119/4 119/5 119/19 120/18 120/19 120/25 121/3 121/13 122/5 124/18 125/13 125/18 126/14 127/3 127/18 129/20 130/10 132/3 132/8 133/13 134/20 137/11 151/6 163/9 163/11 163/13
<b>laws [1]</b> 158/25	<b>licence [1]</b> 2/23	<b>listen [3]</b> 34/9 159/10 175/10	<b>longer [7]</b> 20/23 25/14 26/11 42/5 94/25 96/8 121/11	<b>lovely [1]</b> 163/9
<b>lawyer [1]</b> 161/18	<b>lies [2]</b> 2/20 133/8	<b>listened [2]</b> 44/5 159/7	<b>longest [1]</b> 85/7	<b>low [2]</b> 60/15 157/6
<b>lawyers [1]</b> 177/15	<b>life [47]</b> 6/3 8/4 9/9 9/16 12/18 15/6 16/18 18/8 18/12 19/4 26/2 40/16 45/17 47/19 65/4 74/8 77/12 85/7 92/6 92/25 93/25 94/2 94/7 96/6 102/16 109/4 119/5 119/10 120/5 124/19 130/15 130/25 136/1 147/8 153/4 155/12 155/16 155/19 156/9 160/16 163/17 163/18 165/20 167/20 172/5 172/15 174/4	<b>lists [3]</b> 25/22 32/9 127/5	<b>look [19]</b> 7/17 12/22 20/17 24/24 28/10 31/11 39/4 83/5 102/9 118/18 118/25 120/1 123/2 130/7 146/7 164/15 164/16 173/21 176/24	<b>lower [1]</b> 29/25
<b>lead [10]</b> 1/8 99/21 102/23 139/10 162/14 173/7 179/4 179/14 179/18 179/22	<b>lifeline [1]</b> 151/20	<b>literally [2]</b> 86/6 96/19	<b>looking [9]</b> 59/1 72/17 75/5 98/20 106/15 111/9 138/15 142/14 152/24	<b>lowering [1]</b> 149/11
<b>lead-up [1]</b> 173/7	<b>lift [1]</b> 90/6	<b>lithium [6]</b> 164/24 165/1 165/3 165/5 165/8 173/7	<b>looks [1]</b> 18/25	<b>luck [3]</b> 10/15 37/25 46/1
<b>leaders [1]</b> 152/11	<b>lifted [2]</b> 126/3 127/14	<b>lithium citrate [1]</b> 165/1	<b>loose [1]</b> 173/24	<b>lucky [4]</b> 9/1 9/3 74/18 94/3
<b>leaning [1]</b> 55/25	<b>light [2]</b> 58/1 58/7	<b>live [16]</b> 13/3 19/4 30/15 31/16 31/18 70/20 78/16 79/9 96/9 119/15 123/6 126/1 154/1 163/23 172/2 172/3	<b>lorry [4]</b> 51/4 51/7 51/16 52/16	<b>lying [3]</b> 75/6 77/1 90/3
<b>learn [3]</b> 102/2 157/24 159/10	<b>lights [1]</b> 72/19	<b>lived [12]</b> 16/17 27/2 27/2 27/13 41/9 53/21 93/19 94/14 95/22 143/9 163/25 171/25	<b>lose [8]</b> 16/7 18/12 73/20 74/23 94/12 102/19 118/1 145/13	<b>lyrical [1]</b> 41/23
<b>learned [8]</b> 39/22 44/7 101/22 110/3 135/20 136/20 159/11 159/13	<b>like [85]</b> 12/7 14/5 18/24 18/25 19/9 21/5 22/25 27/18 32/4 35/22 39/9 43/18 45/16 50/11 51/18 51/23 55/25 56/1 56/20 57/2 57/5 57/20 58/8 58/12 58/16 60/13 62/1 62/19 62/21 65/9 66/18 68/21 69/23 73/5 74/12 75/12 77/15 78/12 78/17 79/22 85/18 85/22 88/15 89/2 91/2 91/9 93/12 93/21 94/7 94/15 95/6 95/9 95/17 96/7	<b>listening [4]</b> 78/22 78/23 138/9 159/14	<b>losing [19]</b> 13/23 13/24 14/3 14/4 14/7 14/7 18/4 93/23 96/4 100/23 100/24 102/17 102/18 103/4 114/6 127/3 131/2 131/12 132/13	
<b>learning [3]</b> 64/7 100/18 137/14	<b>life-changing [1]</b> 130/15	<b>lists [3]</b> 25/22 32/9 127/5	<b>loss [20]</b> 17/13 20/15 79/2 79/14 80/5 93/23 93/24 101/2 115/17 116/25 117/24 118/1 126/14 127/2 128/9 130/14 151/14 154/20	
<b>learnings [1]</b> 154/4	<b>lifeline [1]</b> 151/20	<b>literally [2]</b> 86/6 96/19		
<b>learnt [1]</b> 44/6	<b>lift [1]</b> 90/6	<b>lithium [6]</b> 164/24 165/1 165/3 165/5 165/8 173/7		
<b>least [5]</b> 30/20 109/21 111/18 125/13 138/16	<b>lifted [2]</b> 126/3 127/14	<b>lithium citrate [1]</b> 165/1		
<b>leave [14]</b> 43/13 52/8 57/20 70/14 95/2 106/25 113/5 113/12 113/17 115/4 130/20 148/12 167/5 167/9	<b>light [2]</b> 58/1 58/7	<b>live [16]</b> 13/3 19/4 30/15 31/16 31/18 70/20 78/16 79/9 96/9 119/15 123/6 126/1 154/1 163/23 172/2 172/3		
<b>leaves [1]</b> 19/17	<b>lights [1]</b> 72/19	<b>lives [6]</b> 8/1 10/14 31/21 48/1 100/19 102/3		
<b>leaving [3]</b> 113/12 116/4 167/7	<b>like [85]</b> 12/7 14/5 18/24 18/25 19/9 21/5 22/25 27/18 32/4 35/22 39/9 43/18 45/16 50/11 51/18 51/23 55/25 56/1 56/20 57/2 57/5 57/20 58/8 58/12 58/16 60/13 62/1 62/19 62/21 65/9 66/18 68/21 69/23 73/5 74/12 75/12 77/15 78/12 78/17 79/22 85/18 85/22 88/15 89/2 91/2 91/9 93/12 93/21 94/7 94/15 95/6 95/9 95/17 96/7	<b>living [9]</b> 58/6 58/7 83/15 95/19 95/20 97/6 97/7 122/3 158/15		
<b>led [7]</b> 8/18 20/13 20/14 41/12 110/16 117/23 124/24	<b>lift [1]</b> 90/6	<b>load [1]</b> 31/17		
<b>left [24]</b> 5/23 5/24 7/15 13/2 14/9 21/12 21/17 25/6 25/6 52/1 60/7 60/24 89/23 93/25 101/3 102/16 110/7 110/14 113/7 123/17 127/21 127/25 129/24 169/7	<b>lifted [2]</b> 126/3 127/14	<b>lobby [1]</b> 52/21		
<b>legal [4]</b> 44/10 98/17 98/19 98/23	<b>light [2]</b> 58/1 58/7	<b>local [1]</b> 22/1		
<b>legally [1]</b> 133/10	<b>lights [1]</b> 72/19	<b>lock [1]</b> 104/14		
<b>legislation [1]</b> 159/22	<b>like [85]</b> 12/7 14/5 18/24 18/25 19/9 21/5 22/25 27/18 32/4 35/22 39/9 43/18 45/16 50/11 51/18 51/23 55/25 56/1 56/20 57/2 57/5 57/20 58/8 58/12 58/16 60/13 62/1 62/19 62/21 65/9 66/18 68/21 69/23 73/5 74/12 75/12 77/15 78/12 78/17 79/22 85/18 85/22 88/15 89/2 91/2 91/9 93/12 93/21 94/7 94/15 95/6 95/9 95/17 96/7	<b>lockdown [14]</b> 49/22		
<b>length [1]</b> 134/1	<b>lifeline [1]</b> 151/20			
<b>lengthy [1]</b> 32/8	<b>lift [1]</b> 90/6			
<b>leper [1]</b> 56/21	<b>lifted [2]</b> 126/3 127/14			

<p><b>M</b></p> <p><b>machines [1]</b> 48/8</p> <p><b>made [35]</b> 2/9 8/5 8/14 12/17 20/21 32/1 34/17 38/11 38/15 38/21 44/9 45/3 45/9 66/11 67/20 73/24 77/22 87/12 89/4 94/4 111/6 114/11 116/23 118/8 126/19 137/24 141/21 144/18 146/24 147/2 152/2 159/7 159/8 166/18 169/19</p> <p><b>Maggie [1]</b> 24/1</p> <p><b>maiden [1]</b> 73/15</p> <p><b>main [8]</b> 34/3 75/7 129/20 129/23 130/12 130/17 163/17 163/21</p> <p><b>mainly [1]</b> 2/15</p> <p><b>mainstream [1]</b> 31/5</p> <p><b>maintain [4]</b> 94/17 101/13 131/14 166/18</p> <p><b>major [1]</b> 172/6</p> <p><b>majority [1]</b> 18/11</p> <p><b>make [29]</b> 5/12 6/8 7/1 12/16 14/9 21/4 23/7 34/22 35/1 36/16 43/6 43/18 45/22 48/7 68/22 91/3 94/8 99/1 110/23 112/25 118/16 118/21 135/22 144/18 146/21 154/20 160/25 161/13 177/5</p> <p><b>makers [1]</b> 137/25</p> <p><b>makes [5]</b> 14/3 15/21 39/23 149/14 161/11</p> <p><b>making [11]</b> 31/4 33/11 36/18 57/3 86/13 98/7 107/16 113/23 135/15 136/5 159/6</p> <p><b>man [2]</b> 82/19 163/9</p> <p><b>manage [10]</b> 14/19 19/17 23/1 28/2 38/1 42/12 131/13 132/20 153/3 153/3</p> <p><b>managed [6]</b> 16/19 88/4 143/16 160/9 167/17 173/2</p> <p><b>management [1]</b> 41/2</p> <p><b>manner [2]</b> 125/18 135/2</p> <p><b>many [34]</b> 6/4 6/5 6/15 6/19 7/24 8/5 13/14 16/5 18/10 19/4 20/11 21/22 22/24 23/2 23/5 25/15 26/1 30/19 33/2 57/6 76/19 97/16 111/6 119/5 119/16 119/23 123/17 124/25 126/17 130/10 131/8 135/6 151/20 174/22</p> <p><b>March [20]</b> 1/1 2/3</p>	<p>100/17 101/9 103/21 104/15 137/1 138/4 140/18 141/23 143/23 152/22 163/8 165/4 165/8 165/18 165/18 167/6 168/10 170/10</p> <p><b>March '22 [1]</b> 138/4</p> <p><b>March 2020 [1]</b> 100/17</p> <p><b>March 2022 [1]</b> 101/9</p> <p><b>March 2026 [1]</b> 1/1</p> <p><b>March 23 [1]</b> 103/21</p> <p><b>Margaret [4]</b> 1/5 1/7 1/9 179/3</p> <p><b>marginalised [1]</b> 17/8</p> <p><b>marriage [1]</b> 94/13</p> <p><b>married [7]</b> 21/1 73/15 77/24 82/14 109/17 111/5 147/23</p> <p><b>marrying [1]</b> 77/15</p> <p><b>mask [13]</b> 7/6 75/11 75/12 75/18 75/19 88/11 88/13 88/16 121/10 159/23 174/9 175/10 175/15</p> <p><b>masked [1]</b> 121/18</p> <p><b>masks [1]</b> 52/3</p> <p><b>mate [9]</b> 51/4 52/16 53/13 53/21 54/3 54/9 54/13 78/17 79/14</p> <p><b>mates [3]</b> 47/22 51/17 76/15</p> <p><b>matrix [2]</b> 113/9 113/23</p> <p><b>Matt [3]</b> 100/21 100/24 101/3</p> <p><b>matter [3]</b> 15/22 37/24 140/20</p> <p><b>matters [15]</b> 3/8 7/17 12/24 20/17 20/19 24/25 31/11 34/13 36/6 37/11 39/5 118/25 128/20 130/8 161/8</p> <p><b>maximum [1]</b> 87/15</p> <p><b>may [24]</b> 1/6 3/8 3/18 5/7 44/15 80/21 86/1 96/5 99/18 113/6 118/18 119/5 122/4 133/15 137/8 138/15 139/4 143/7 155/1 156/7 160/24 161/17 162/12 173/25</p> <p><b>maybe [6]</b> 4/15 30/11 31/18 52/20 138/16 177/24</p> <p><b>me [133]</b> 5/10 5/11 5/13 6/3 9/23 10/16 11/16 11/17 12/6 12/8 12/12 16/25 19/14 19/15 19/15 21/4 22/1 22/3 22/20 22/21 24/10 33/6 33/6 34/9 37/15 38/2 38/16 43/19 45/3 45/9 47/18</p>	<p>47/23 50/17 50/22 52/25 53/1 53/6 56/20 57/8 57/21 58/9 59/3 60/5 61/3 61/24 64/12 64/20 64/21 65/1 65/1 65/2 65/5 65/17 68/20 68/25 71/17 71/22 71/22 72/20 72/22 74/14 74/17 75/16 76/11 77/25 78/18 80/10 82/6 83/7 84/10 85/3 85/8 86/16 87/20 87/23 87/23 89/9 90/14 91/20 94/2 94/4 94/6 94/11 94/16 94/17 95/2 95/23 97/15 102/24 107/25 108/13 108/13 108/19 110/10 110/15 112/1 112/19 113/15 113/17 115/2 120/6 120/21 121/10 130/18 130/22 131/19 134/7 138/9 138/20 146/22 154/18 156/4 158/15 160/1 160/2 165/25 166/22 167/4 167/5 167/6 167/8 168/2 168/3 168/15 169/3 169/6 170/21 171/2 174/24 174/25 174/25 175/13 177/20</p> <p><b>mean [25]</b> 15/7 29/22 42/18 42/21 48/21 51/14 53/7 58/24 62/11 73/10 76/25 103/13 122/12 151/6 155/2 167/4 167/25 168/13 169/21 170/1 172/6 173/11 174/12 174/22 177/1</p> <p><b>meaning [3]</b> 23/4 89/6 154/20</p> <p><b>means [2]</b> 95/11 105/19</p> <p><b>meant [6]</b> 31/19 111/23 113/20 120/18 130/21 157/20</p> <p><b>Meanwhile [1]</b> 55/2</p> <p><b>measure [1]</b> 82/18</p> <p><b>measures [5]</b> 51/10 52/12 86/10 103/17 103/18</p> <p><b>meat [1]</b> 112/21</p> <p><b>mechanism [3]</b> 14/17 97/12 158/23</p> <p><b>mechanisms [4]</b> 36/2 76/12 80/7 132/5</p> <p><b>media [2]</b> 71/24 166/1</p> <p><b>medical [13]</b> 11/4 106/15 111/24 122/19 122/21 133/14 133/14 133/22 133/24 134/17 142/25 174/10 174/17</p> <p><b>medication [5]</b> 48/18</p>	<p>104/22 164/21 164/23 165/5</p> <p><b>meds [1]</b> 64/13</p> <p><b>meet [2]</b> 45/8 131/8</p> <p><b>meeting [4]</b> 2/2 111/25 138/3 169/18</p> <p><b>member [10]</b> 13/5 13/9 13/24 18/3 101/6 101/15 101/17 128/23 146/15 160/13</p> <p><b>members [53]</b> 1/23 3/13 3/24 3/25 4/13 4/14 6/19 8/19 13/14 14/21 17/16 17/17 18/1 18/10 20/7 20/11 27/22 28/14 28/21 28/25 29/3 32/7 36/4 36/11 40/2 40/15 41/21 42/1 92/24 94/10 100/14 101/21 101/23 102/1 102/10 126/11 126/13 127/4 127/9 127/17 129/16 129/18 132/2 132/6 134/18 135/9 135/12 136/1 137/3 149/22 151/7 157/20 161/21</p> <p><b>members' [1]</b> 28/19</p> <p><b>membership [1]</b> 1/20</p> <p><b>memorial [2]</b> 23/1 150/23</p> <p><b>memories [2]</b> 92/8 92/16</p> <p><b>memory [3]</b> 69/6 134/6 160/12</p> <p><b>mental [40]</b> 4/9 19/11 93/5 93/18 93/19 94/24 119/13 119/21 155/7 158/2 163/19 164/3 164/25 165/12 165/13 165/17 165/24 166/4 166/6 167/15 167/23 168/9 168/24 169/3 169/5 169/5 169/14 170/3 171/4 173/2 173/4 175/24 176/2 176/5 176/5 176/10 176/11 176/13 176/15 176/21</p> <p><b>mentally [1]</b> 157/23</p> <p><b>mention [1]</b> 71/18</p> <p><b>mentioned [7]</b> 65/25 76/8 93/5 132/16 169/12 169/13 176/9</p> <p><b>mentions [1]</b> 123/13</p> <p><b>merchants [1]</b> 165/2</p> <p><b>message [9]</b> 39/14 59/5 59/10 84/21 98/6 110/8 117/15 123/23 144/6</p> <p><b>messages [1]</b> 72/1</p> <p><b>messaging [7]</b> 58/21 59/19 117/5 117/9 117/13 121/20 155/21</p> <p><b>met [5]</b> 16/23 17/3 47/14 69/4 137/1</p>	<p><b>Metformin [1]</b> 48/21</p> <p><b>metres [1]</b> 23/13</p> <p><b>Michael [1]</b> 140/2</p> <p><b>mid [2]</b> 18/7 85/22</p> <p><b>mid-February [1]</b> 85/22</p> <p><b>mid-June [1]</b> 18/7</p> <p><b>midnight [1]</b> 109/3</p> <p><b>might [14]</b> 27/16 30/24 32/13 35/17 38/22 38/22 41/5 42/19 86/7 111/4 129/10 132/5 145/12 161/24</p> <p><b>miles [1]</b> 158/3</p> <p><b>mind [6]</b> 8/2 10/12 19/25 23/9 107/3 176/3</p> <p><b>minded [1]</b> 3/19</p> <p><b>minds [1]</b> 4/11</p> <p><b>mindset [1]</b> 133/8</p> <p><b>mine [4]</b> 21/18 21/25 130/19 172/9</p> <p><b>minister [5]</b> 2/3 23/6 23/13 23/14 92/5</p> <p><b>minute [2]</b> 88/5 88/6</p> <p><b>minutes [2]</b> 5/15 86/7</p> <p><b>misinformation [2]</b> 158/14 158/17</p> <p><b>miss [2]</b> 39/19 124/2</p> <p><b>missed [4]</b> 21/2 110/10 159/12 159/16</p> <p><b>mistakes [1]</b> 137/15</p> <p><b>mistrust [1]</b> 158/17</p> <p><b>Mitchell [1]</b> 44/13</p> <p><b>mitigate [1]</b> 136/9</p> <p><b>mix [2]</b> 35/18 124/10</p> <p><b>mixed [7]</b> 7/14 32/13 36/17 36/21 36/24 37/13 38/3</p> <p><b>mm [17]</b> 48/11 51/2 53/15 55/6 55/17 56/12 59/15 60/9 63/13 63/21 66/12 67/12 68/20 72/11 73/25 74/22 74/24</p> <p><b>mm-hm [12]</b> 48/11 51/2 53/15 55/6 56/12 60/9 63/13 63/21 67/12 68/20 72/11 73/25</p> <p><b>mobile [4]</b> 6/25 7/4 7/7 7/9</p> <p><b>mobility [1]</b> 106/13</p> <p><b>moderate [1]</b> 158/6</p> <p><b>module [19]</b> 1/8 1/11 43/1 43/5 99/21 100/3 136/17 136/17 136/18 137/10 139/10 144/21 162/7 162/14 162/24 179/5 179/15 179/19 179/23</p> <p><b>Module 10 [2]</b> 136/17 137/10</p> <p><b>Module 2 [2]</b> 43/5 144/21</p>
--	---	--	--	---

<p><b>M</b></p> <p><b>Module 3 [2]</b> 43/1 136/18</p> <p><b>modules [3]</b> 41/8 100/22 142/4</p> <p><b>moment [6]</b> 9/14 10/3 43/9 65/25 125/24 159/1</p> <p><b>moments [2]</b> 6/13 90/10</p> <p><b>Monday [8]</b> 57/7 57/23 105/1 107/3 107/12 111/11 111/20 111/20</p> <p><b>money [1]</b> 35/16</p> <p><b>monitor [1]</b> 86/18</p> <p><b>monitoring [1]</b> 155/24</p> <p><b>month [1]</b> 172/15</p> <p><b>months [8]</b> 13/16 101/10 104/16 119/10 131/1 131/17 132/23 155/10</p> <p><b>mood [1]</b> 157/6</p> <p><b>more [43]</b> 6/5 7/2 13/9 13/14 27/25 31/5 31/20 32/2 34/25 38/15 42/23 45/12 47/24 53/1 66/10 66/10 71/24 73/10 73/24 75/24 77/18 78/16 80/8 88/18 95/7 106/22 117/15 117/16 119/9 120/19 128/17 132/14 141/6 155/15 155/15 159/4 159/5 160/14 166/14 166/14 173/14 175/23 177/5</p> <p><b>morning [18]</b> 10/8 57/25 60/10 62/14 64/10 64/19 64/21 78/15 86/2 86/3 87/3 90/21 90/22 107/12 109/23 111/12 133/6 170/9</p> <p><b>morphine [2]</b> 63/5 63/5</p> <p><b>mortgage [1]</b> 94/11</p> <p><b>mortgaged [1]</b> 131/16</p> <p><b>mortuary [3]</b> 28/1 170/19 170/20</p> <p><b>most [13]</b> 6/14 11/8 28/2 33/14 33/15 44/4 45/16 73/4 77/22 119/6 122/9 163/17 163/18</p> <p><b>mostly [3]</b> 67/16 127/13 142/19</p> <p><b>mother [36]</b> 4/21 7/4 10/7 10/10 10/21 13/1 16/17 34/24 73/13 104/2 109/8 110/22 111/10 114/9 114/11 114/24 116/14 128/9</p> <p>128/24 132/17 133/2 143/9 143/15 143/21 144/25 145/23 146/19 146/20 147/15 147/17 147/24 150/1 156/12 157/4 157/10 163/21</p> <p><b>mother's [3]</b> 9/16 23/12 156/20</p> <p><b>mourn [1]</b> 26/24</p> <p><b>mourners [2]</b> 151/13 171/21</p> <p><b>mourning [2]</b> 124/13 148/10</p> <p><b>mouth [1]</b> 85/18</p> <p><b>mouthed [1]</b> 89/4</p> <p><b>mouthing [1]</b> 88/18</p> <p><b>move [14]</b> 18/6 18/10 19/8 19/9 19/10 19/15 25/18 84/4 90/6 118/11 118/14 123/16 128/2 153/3</p> <p><b>moved [9]</b> 16/3 84/5 84/15 86/19 163/24 168/9 170/17 170/23 171/4</p> <p><b>movement [1]</b> 90/6</p> <p><b>moves [1]</b> 17/11</p> <p><b>moving [1]</b> 74/19</p> <p><b>Mr [2]</b> 3/20 44/11</p> <p><b>Mr Anwar [1]</b> 44/11</p> <p><b>Mr Jacobs [1]</b> 3/20</p> <p><b>Mrs [63]</b> 1/5 1/7 1/11 3/5 11/20 37/17 43/16 45/5 46/13 46/15 47/3 48/1 58/14 60/7 64/6 65/25 67/5 68/16 70/15 71/3 73/20 75/20 78/11 79/12 79/17 80/23 81/5 81/6 82/5 82/6 84/8 88/20 92/17 93/5 96/2 96/10 96/13 97/14 97/15 97/18 99/18 99/19 99/25 100/9 117/21 118/23 136/13 137/18 162/13 162/18 162/19 162/20 162/20 163/6 175/22 176/18 177/7 177/8 179/3 179/7 179/10 179/13 179/21</p> <p><b>Mrs Boswell [16]</b> 47/3 48/1 58/14 60/7 64/6 65/25 67/5 68/16 70/15 71/3 73/20 75/20 78/11 79/12 97/15 97/18</p> <p><b>Mrs Heather [1]</b> 81/5</p> <p><b>Mrs Margaret [1]</b> 1/5</p> <p><b>Mrs Poole [7]</b> 162/18 162/20 163/6 175/22 176/18 177/7 177/8</p> <p><b>Mrs Rabinder [1]</b> 99/18</p> <p><b>Mrs Sherwood [6]</b> 99/25 100/9 117/21 118/23 136/13 137/18</p>	<p><b>Mrs Stewart [11]</b> 81/6 82/5 82/6 84/8 88/20 92/17 93/5 96/2 96/10 96/13 97/14</p> <p><b>Mrs Waterton [5]</b> 3/5 11/20 37/17 43/16 45/5</p> <p><b>Mrs Waterton's [1]</b> 79/17</p> <p><b>Ms [20]</b> 1/3 3/18 12/21 33/10 41/5 44/13 46/10 80/20 82/3 99/16 139/2 139/4 139/5 139/14 139/24 160/3 160/6 162/10 162/18 179/17</p> <p><b>Ms Blackwell [7]</b> 1/3 3/18 12/21 33/10 41/5 99/16 139/2</p> <p><b>Ms Gottlieb [4]</b> 139/14 139/24 160/3 160/6</p> <p><b>Ms Mitchell [1]</b> 44/13</p> <p><b>Ms Poole [1]</b> 162/10</p> <p><b>Ms Rahman [1]</b> 46/10</p> <p><b>Ms Rivka Gottlieb [1]</b> 139/4</p> <p><b>Ms Stewart [1]</b> 82/3</p> <p><b>Ms Vitté [1]</b> 80/20</p> <p><b>much [60]</b> 7/19 15/3 22/17 23/3 27/25 38/15 46/2 46/15 58/25 73/24 78/11 79/12 80/14 82/20 88/17 89/9 93/11 96/12 96/13 97/1 97/5 97/14 97/23 98/14 99/8 103/23 104/9 109/20 115/4 118/6 133/17 134/5 136/13 137/17 138/2 138/17 138/21 141/9 142/18 142/20 143/14 146/4 151/4 153/17 159/4 159/5 159/11 160/3 160/16 160/18 162/4 165/12 168/18 170/11 170/12 174/12 175/23 177/2 177/8 178/2</p> <p><b>muddle [2]</b> 11/12 11/12</p> <p><b>muddled [1]</b> 7/14</p> <p><b>multi [1]</b> 70/17</p> <p><b>multi-organ [1]</b> 70/17</p> <p><b>multidisciplinary [3]</b> 169/18 170/6 175/24</p> <p><b>mum [34]</b> 9/2 9/19 9/25 10/16 13/2 13/6 13/15 14/7 23/5 24/6 26/9 27/2 27/12 53/22 83/14 102/14 109/10 111/15 111/18 111/21 112/11 112/17 112/18 112/21 113/13 113/21 113/25 114/13 114/14</p>	<p>114/17 116/5 122/13 163/22 171/15</p> <p><b>mum's [8]</b> 30/4 30/7 30/11 36/25 112/6 114/16 133/24 134/2</p> <p><b>Munshi [1]</b> 169/13</p> <p><b>music [3]</b> 152/18 163/13 163/14</p> <p><b>must [13]</b> 16/10 16/13 16/25 40/5 50/7 76/23 77/9 79/4 120/14 120/22 159/10 175/16 175/23</p> <p><b>mustn't [2]</b> 115/25 115/25</p> <p><b>Muswell [2]</b> 140/8 141/3</p> <p><b>my [279]</b></p> <p><b>my Lady [25]</b> 1/4 12/16 19/24 22/17 22/20 42/22 42/25 43/10 43/19 43/23 44/15 44/25 46/6 46/11 80/16 80/21 99/17 139/3 159/19 160/5 162/3 162/6 162/12 177/6 178/10</p> <p><b>my Lady's [1]</b> 3/1</p> <p><b>myself [15]</b> 19/2 33/23 62/10 62/12 66/10 72/20 75/5 76/25 90/12 93/25 102/16 112/23 153/9 174/11 175/17</p>	<p>159/4 165/7 176/24 177/2 177/3</p> <p><b>needed [24]</b> 2/4 11/8 11/9 33/15 33/15 35/2 56/19 66/5 73/6 73/19 75/24 78/24 89/17 105/21 117/6 119/6 128/13 129/4 152/3 153/9 155/23 155/23 155/24 156/5</p> <p><b>needs [10]</b> 42/13 70/6 97/10 97/12 131/8 133/20 157/18 159/4 159/5 177/4</p> <p><b>negative [6]</b> 54/5 54/10 54/23 67/16 67/17 117/16</p> <p><b>negatively [1]</b> 91/7</p> <p><b>neglected [1]</b> 155/23</p> <p><b>neighbours [1]</b> 94/15</p> <p><b>neither [2]</b> 22/4 147/2</p> <p><b>neonatal [1]</b> 87/23</p> <p><b>nerves [1]</b> 124/5</p> <p><b>network [2]</b> 32/18 124/4</p> <p><b>never [29]</b> 5/14 12/13 17/3 19/16 22/14 22/24 54/6 56/14 57/19 61/18 63/3 66/20 66/22 66/23 67/3 67/4 67/17 77/2 78/9 85/4 92/23 107/21 111/2 112/11 113/14 120/14 133/22 148/12 173/25</p> <p><b>nevertheless [3]</b> 36/11 105/16 117/6</p> <p><b>new [3]</b> 93/16 96/8 153/16</p> <p><b>news [13]</b> 9/23 58/21 59/6 67/16 103/11 109/16 123/9 142/13 145/20 146/12 147/18 147/20 156/1</p> <p><b>next [23]</b> 10/4 17/4 36/3 46/11 53/20 56/8 66/20 67/5 77/25 80/21 86/18 95/2 99/17 106/25 110/2 110/4 110/6 110/9 122/20 137/10 139/3 145/11 158/13</p> <p><b>NHS [8]</b> 58/25 69/2 142/1 142/5 155/22 156/4 157/14 157/16</p> <p><b>nice [3]</b> 31/17 45/9 85/18</p> <p><b>Nicola [1]</b> 2/3</p> <p><b>niece's [1]</b> 120/5</p> <p><b>night [15]</b> 11/18 30/6 30/8 51/14 68/8 72/13 72/13 83/11 85/17 85/17 90/15 90/17 107/23 110/12 156/3</p> <p><b>nightmare [1]</b> 146/12</p>	<p><b>N</b></p> <p><b>nag [1]</b> 77/19</p> <p><b>name [8]</b> 1/9 46/17 73/15 81/4 99/22 134/2 139/12 162/15</p> <p><b>name's [1]</b> 162/17</p> <p><b>nasal [1]</b> 88/15</p> <p><b>nasty [1]</b> 61/24</p> <p><b>nation [2]</b> 2/23 43/11</p> <p><b>national [7]</b> 39/25 40/19 41/3 136/7 141/2 141/25 158/22</p> <p><b>nature [4]</b> 18/23 19/5 20/1 163/15</p> <p><b>navigate [1]</b> 36/20</p> <p><b>near [1]</b> 150/9</p> <p><b>nearly [3]</b> 82/14 82/15 123/12</p> <p><b>necessarily [1]</b> 161/20</p> <p><b>necessary [1]</b> 175/11</p> <p><b>need [33]</b> 10/13 35/15 35/21 35/25 38/25 39/15 40/14 40/18 42/8 42/12 43/14 45/20 56/3 57/14 64/9 68/21 94/20 97/25 103/16 106/24 107/14 108/1 111/15 136/19 138/15 152/23 158/22 158/25</p>
--	---	--	--	---

<p><b>N</b></p> <p><b>nine [1]</b> 150/11</p> <p><b>ninth [1]</b> 109/10</p> <p><b>NIV [1]</b> 168/21</p> <p><b>no [146]</b> 4/11 4/12 5/4 5/4 9/11 9/12 12/11 12/11 13/22 14/5 15/16 16/12 16/14 20/23 22/16 24/4 24/5 24/15 25/23 26/24 27/4 27/19 27/20 29/17 29/17 29/18 30/7 35/11 45/14 50/15 50/21 50/21 51/24 52/1 52/8 52/16 54/14 56/19 57/9 57/10 57/10 57/10 57/12 57/20 58/12 58/18 59/9 60/19 60/23 61/1 61/7 61/7 61/7 61/7 61/8 61/8 61/13 62/4 62/6 65/12 65/24 65/24 67/22 68/7 68/7 69/20 69/21 69/21 70/20 71/7 71/10 71/17 71/18 72/17 72/17 72/19 80/8 80/12 80/12 84/10 84/15 85/12 86/6 86/23 90/6 91/1 92/14 92/15 92/15 96/8 97/8 103/12 103/16 105/6 105/9 106/8 106/22 110/8 110/8 110/10 112/15 112/15 114/2 116/16 117/10 117/17 117/25 118/10 121/13 121/15 122/18 122/18 124/22 133/9 133/19 142/16 144/14 145/6 146/20 147/6 147/7 147/18 148/1 148/5 148/7 149/6 149/16 150/4 150/21 150/21 155/19 156/18 156/19 161/15 166/20 167/2 167/7 168/12 168/16 168/18 168/22 169/2 171/5 172/1 172/2 172/3</p> <p><b>nobody [6]</b> 12/4 21/4 71/10 74/11 78/8 118/16</p> <p><b>nodded [19]</b> 47/12 51/12 60/25 66/6 82/9 91/15 100/12 101/1 101/5 101/14 113/10 141/1 144/7 144/10 147/14 148/15 152/8 171/20 175/8</p> <p><b>nominated [1]</b> 40/2</p> <p><b>non [1]</b> 168/22</p> <p><b>non-invasive [1]</b> 168/22</p>	<p><b>none [10]</b> 6/8 24/21 30/1 30/1 30/3 52/23 66/1 80/10 148/23 155/24</p> <p><b>nonetheless [1]</b> 31/25</p> <p><b>nor [1]</b> 147/3</p> <p><b>normal [17]</b> 14/16 92/22 95/16 95/17 95/18 108/12 108/18 108/24 125/3 141/12 148/12 149/7 155/12 155/16 155/19 156/9 172/12</p> <p><b>normality [1]</b> 128/14</p> <p><b>normally [6]</b> 20/9 26/23 32/16 91/22 115/16 129/25</p> <p><b>North [1]</b> 140/8</p> <p><b>North London [1]</b> 140/8</p> <p><b>nosocomial [1]</b> 1/13</p> <p><b>not [214]</b></p> <p><b>noted [1]</b> 126/17</p> <p><b>notes [5]</b> 12/1 66/22 128/15 132/8 167/17</p> <p><b>nothing [18]</b> 14/9 21/5 24/5 50/23 51/25 52/17 53/10 55/23 61/8 65/24 77/18 79/8 81/9 94/6 96/7 116/22 117/17 127/24</p> <p><b>noticed [2]</b> 160/6 177/11</p> <p><b>notion [2]</b> 17/5 17/8</p> <p><b>notwithstanding [1]</b> 72/25</p> <p><b>November [1]</b> 157/10</p> <p><b>November '21 [1]</b> 157/10</p> <p><b>now [38]</b> 9/19 10/18 19/4 22/24 32/4 39/22 42/16 43/8 46/4 48/1 49/7 52/16 53/11 61/9 66/21 68/16 71/3 81/6 86/3 93/25 95/4 95/8 95/20 97/21 99/11 110/15 118/15 120/11 122/23 128/8 130/5 131/3 136/16 138/20 148/6 160/11 160/14 177/23</p> <p><b>number [10]</b> 22/11 27/15 28/15 43/21 61/18 61/19 109/18 137/23 154/3 160/24</p> <p><b>numbers [2]</b> 31/16 134/15</p> <p><b>nurse [5]</b> 6/3 11/19 61/16 64/20 74/13</p> <p><b>nurses [4]</b> 7/13 70/2 88/1 105/7</p> <p><b>nurses' [1]</b> 107/22</p> <p><b>nursing [3]</b> 6/7 9/5 11/4</p>	<p><b>O</b></p> <p><b>o'clock [4]</b> 65/2 85/17 178/10 178/11</p> <p><b>observant [1]</b> 151/16</p> <p><b>observants [1]</b> 151/17</p> <p><b>observing [1]</b> 70/3</p> <p><b>obtain [1]</b> 132/20</p> <p><b>obtained [1]</b> 111/9</p> <p><b>obviously [23]</b> 25/11 31/15 31/22 37/1 41/20 49/24 53/22 57/21 62/4 64/15 66/18 68/8 70/3 73/15 73/20 74/16 79/14 84/11 89/1 89/6 92/23 97/20 161/22</p> <p><b>occasion [2]</b> 37/4 113/7</p> <p><b>occasions [1]</b> 90/18</p> <p><b>occupational [1]</b> 164/14</p> <p><b>odd [3]</b> 149/9 151/4 151/4</p> <p><b>off [19]</b> 9/18 11/2 28/7 30/21 50/20 53/4 55/18 60/7 75/17 75/19 79/19 80/2 80/4 85/21 93/3 94/11 147/11 172/14 172/16</p> <p><b>offer [1]</b> 116/20</p> <p><b>offered [3]</b> 70/19 147/5 157/6</p> <p><b>offering [2]</b> 22/11 115/20</p> <p><b>office [2]</b> 10/2 38/10</p> <p><b>officer [2]</b> 101/9 101/16</p> <p><b>officers [2]</b> 9/6 12/6</p> <p><b>official [2]</b> 103/21 136/12</p> <p><b>often [7]</b> 25/6 121/1 121/4 123/7 126/24 132/6 157/21</p> <p><b>oh [13]</b> 16/6 16/10 45/9 45/10 62/9 71/20 79/20 80/5 107/14 109/20 114/4 120/12 175/12</p> <p><b>okay [10]</b> 55/19 63/23 78/14 81/2 85/22 89/11 91/11 102/14 103/16 172/25</p> <p><b>old [6]</b> 11/11 47/8 73/12 79/20 82/13 140/3</p> <p><b>older [4]</b> 16/15 35/21 45/12 141/6</p> <p><b>on [271]</b></p> <p><b>once [17]</b> 18/2 38/16 65/19 82/23 84/2 104/14 121/8 125/24 132/24 137/23 145/18 161/16 161/18 161/19 165/1 165/16 165/24</p>	<p><b>oncologist [1]</b> 50/18</p> <p><b>one [94]</b> 1/20 4/8 4/17 6/20 6/25 8/17 8/20 10/19 11/16 13/4 13/9 13/14 13/23 14/10 14/22 15/5 18/25 21/11 24/19 24/19 25/24 28/7 29/2 29/11 30/14 36/19 38/3 40/4 41/7 41/25 42/24 47/24 51/14 53/2 55/20 58/20 60/16 61/2 61/15 61/16 62/4 62/4 62/14 68/8 70/11 70/24 71/17 72/16 72/19 76/22 79/2 85/17 88/1 95/19 95/20 97/9 98/11 103/4 108/15 110/6 111/6 116/2 116/8 117/1 117/14 119/5 120/19 121/13 121/24 125/13 125/18 126/14 127/3 127/18 128/23 129/8 129/20 130/10 132/4 133/13 142/23 144/22 146/15 147/18 155/14 160/19 163/17 164/23 168/5 169/2 169/4 169/25 176/22 177/1</p> <p><b>one's [3]</b> 8/4 26/3 132/8</p> <p><b>one-on-one [1]</b> 62/4</p> <p><b>ones [41]</b> 3/15 3/24 4/2 4/10 5/2 5/5 5/17 5/24 6/12 8/1 8/16 8/24 9/9 12/18 14/14 15/11 15/22 15/24 18/21 22/10 25/3 25/8 25/22 26/20 35/10 35/11 41/13 44/3 45/1 118/15 119/4 119/19 120/18 120/25 121/3 122/5 124/18 125/2 134/20 137/11 178/1</p> <p><b>ongoing [5]</b> 97/6 119/2 130/15 157/18 159/20</p> <p><b>online [18]</b> 23/17 23/17 31/3 31/22 33/18 34/21 35/3 38/8 87/20 128/23 151/2 151/14 152/3 152/25 153/4 153/5 153/13 153/23</p> <p><b>only [39]</b> 10/19 13/3 14/13 17/19 26/25 33/2 45/23 54/5 84/13 84/22 85/13 86/12 87/23 90/1 92/14 93/1 93/16 93/20 97/16 101/17 105/19 108/14 110/3 114/15 114/22 118/14 118/15 130/24 131/16 133/21 140/20</p>	<p>149/22 150/6 150/11 151/12 154/13 158/20 171/21 172/4</p> <p><b>onto [2]</b> 64/17 88/7</p> <p><b>open [2]</b> 42/25 116/11</p> <p><b>opened [1]</b> 23/10</p> <p><b>opening [1]</b> 3/19</p> <p><b>operations [2]</b> 101/9 101/16</p> <p><b>opinion [1]</b> 161/21</p> <p><b>opportunity [6]</b> 15/1 15/13 67/4 151/12 164/13 177/21</p> <p><b>opposed [1]</b> 91/14</p> <p><b>opposite [1]</b> 133/16</p> <p><b>option [1]</b> 125/21</p> <p><b>options [5]</b> 35/21 36/1 112/4 118/3 130/2</p> <p><b>or [97]</b> 5/23 10/23 13/21 17/16 17/23 25/22 25/24 26/1 26/3 26/15 27/17 28/22 29/7 29/9 30/11 30/16 32/5 32/8 34/10 34/18 34/18 34/21 35/11 35/15 35/24 35/24 36/15 39/19 40/3 41/15 44/16 49/24 51/19 52/21 54/5 54/15 58/16 65/17 65/18 66/11 69/23 78/23 79/21 84/13 85/15 85/15 85/15 86/19 87/15 88/18 90/6 90/7 91/14 97/7 104/14 110/16 110/24 111/1 113/12 114/13 116/23 119/4 120/5 120/8 121/2 122/11 123/8 124/19 124/20 125/16 125/16 125/24 127/14 129/2 132/5 132/10 135/25 136/7 136/14 140/4 145/7 147/16 149/16 150/19 150/20 155/18 160/21 162/18 163/17 166/16 168/8 168/25 172/3 175/9 175/11 177/16 177/17</p> <p><b>order [8]</b> 87/13 87/16 94/6 100/19 101/13 106/13 143/2 153/8</p> <p><b>orders [1]</b> 104/14</p> <p><b>ordinary [1]</b> 159/11</p> <p><b>organ [1]</b> 70/17</p> <p><b>organisation [12]</b> 20/11 39/23 42/19 100/14 100/23 101/6 101/19 102/1 102/4 129/2 135/9 135/22</p> <p><b>organisations [7]</b> 32/21 36/10 36/15 38/19 38/24 128/3</p>
--	---	---	--	--

<p><b>O</b></p> <p><b>organisations...</b> [1] 129/14</p> <p><b>organised</b> [1] 95/4</p> <p><b>originally</b> [2] 1/23 88/13</p> <p><b>Osborn</b> [1] 169/13</p> <p><b>other</b> [50] 2/17 14/5 15/7 18/5 22/6 26/2 29/11 31/1 32/7 38/20 40/4 40/18 47/15 47/23 48/23 51/17 65/23 65/23 68/9 82/16 89/6 92/24 93/18 95/14 101/4 101/23 103/15 115/5 120/1 121/22 124/19 127/22 138/17 142/4 142/5 145/7 145/8 148/3 148/4 148/8 150/9 151/9 153/18 154/3 154/16 158/1 161/16 169/11 169/12 176/23</p> <p><b>other's</b> [1] 47/21</p> <p><b>others</b> [16] 8/16 15/4 17/6 19/20 28/23 32/12 36/14 74/4 118/20 120/9 128/22 129/15 134/12 151/20 152/10 154/14</p> <p><b>otherwise</b> [4] 82/18 155/19 159/12 159/16</p> <p><b>our</b> [94] 2/14 3/24 4/2 4/11 5/2 5/24 6/12 6/19 7/17 8/24 10/21 11/8 11/9 13/14 14/13 14/14 14/15 16/16 17/9 18/20 19/5 20/1 21/23 22/5 22/10 27/10 27/22 29/2 29/3 33/10 35/9 37/13 39/4 40/13 41/9 41/9 41/13 41/16 41/18 41/23 42/1 43/6 43/11 44/2 44/3 44/6 44/9 44/10 44/13 45/1 47/20 47/20 57/2 66/20 66/21 68/2 75/7 77/2 77/19 78/18 78/25 79/2 83/1 83/9 83/11 83/16 83/17 85/7 93/21 94/13 96/7 96/23 98/17 99/3 102/1 103/19 105/19 110/11 110/11 110/19 115/19 115/23 115/24 118/15 118/25 124/9 127/17 129/16 130/17 137/2 137/11 139/16 161/10 162/21</p> <p><b>ourselves</b> [8] 4/3 8/25 17/21 18/15 18/20 41/17 104/1 117/20</p>	<p><b>out</b> [55] 1/23 9/24 10/1 10/14 11/19 12/1 15/15 20/8 21/3 24/4 31/13 38/9 41/4 45/15 49/12 53/25 56/22 57/9 58/24 66/12 66/25 69/25 71/12 73/18 74/10 74/11 74/25 75/16 77/25 79/6 80/12 83/5 87/18 94/23 95/7 96/22 97/10 103/23 106/10 112/22 117/20 133/3 135/21 140/23 141/11 141/16 153/14 154/20 156/21 163/24 168/6 169/8 170/8 174/6 174/8</p> <p><b>outcomes</b> [1] 117/16</p> <p><b>outdoors</b> [2] 111/25 149/9</p> <p><b>outside</b> [6] 10/1 21/14 51/18 150/7 150/8 171/22</p> <p><b>over</b> [46] 2/9 11/3 11/18 12/14 16/6 16/11 17/4 24/18 25/13 25/14 28/23 32/17 35/23 37/7 41/8 44/5 45/7 50/19 55/25 58/8 59/6 61/2 65/19 72/16 78/21 88/14 92/17 94/13 96/22 104/24 113/25 130/4 130/19 137/24 141/4 142/11 150/24 153/10 157/1 157/13 160/25 163/21 168/9 173/11 175/12 175/14</p> <p><b>overburden</b> [1] 6/20</p> <p><b>overlap</b> [1] 2/16</p> <p><b>overload</b> [1] 155/22</p> <p><b>oversight</b> [2] 158/23 165/2</p> <p><b>overspeaking</b> [8] 76/5 81/16 94/22 98/2 98/22 98/24 150/7 151/23</p> <p><b>overstretched</b> [1] 6/21</p> <p><b>overwhelmed</b> [3] 25/6 32/24 36/8</p> <p><b>overwhelming</b> [1] 14/1</p> <p><b>overzealous</b> [1] 174/19</p> <p><b>own</b> [29] 4/21 6/1 6/25 8/15 13/11 14/13 14/15 21/13 21/17 21/23 22/5 27/10 30/18 32/6 70/7 93/19 102/12 115/23 115/24 116/1 118/22 121/13 122/10 124/2 146/9 146/10 150/3 155/4 155/21</p>	<p><b>owned</b> [1] 131/15</p> <p><b>oxygen</b> [8] 7/5 7/6 13/2 60/15 64/23 83/19 84/13 143/24</p> <p><b>P</b></p> <p><b>paddling</b> [1] 161/4</p> <p><b>page</b> [27] 7/20 12/25 20/18 25/1 25/18 25/19 26/4 28/11 31/12 34/14 39/5 119/1 120/1 122/7 122/8 122/19 123/4 123/19 123/20 124/14 124/16 125/8 125/8 128/20 128/21 130/9 179/2</p> <p><b>page 15</b> [1] 128/20</p> <p><b>page 23</b> [2] 119/1 122/7</p> <p><b>page 24</b> [2] 7/20 120/1</p> <p><b>page 29</b> [1] 39/5</p> <p><b>page 33</b> [2] 25/1 25/18</p> <p><b>page 40</b> [1] 125/8</p> <p><b>page 41</b> [1] 124/14</p> <p><b>page 46</b> [1] 20/18</p> <p><b>page 50</b> [1] 31/12</p> <p><b>page 63</b> [1] 34/14</p> <p><b>page 73</b> [1] 123/19</p> <p><b>page 76</b> [1] 130/9</p> <p><b>page 8</b> [1] 28/11</p> <p><b>page 84</b> [1] 123/4</p> <p><b>paid</b> [1] 137/15</p> <p><b>pain</b> [6] 63/5 122/11 122/11 137/14 146/4 156/23</p> <p><b>painful</b> [6] 19/22 42/22 118/17 123/15 124/17 161/3</p> <p><b>pandemic</b> [47] 2/11 2/18 2/19 3/13 14/5 16/4 20/5 20/12 21/14 21/15 25/4 29/15 32/6 32/10 35/7 36/6 36/8 39/10 40/12 41/22 42/4 42/13 48/2 48/12 51/3 51/10 59/18 73/23 79/20 91/3 100/18 102/6 102/13 120/24 123/8 123/17 124/8 128/1 128/9 128/15 135/3 136/6 136/11 152/20 153/24 154/11 158/13</p> <p><b>pandemics</b> [3] 39/12 40/1 102/3</p> <p><b>panic</b> [1] 85/4</p> <p><b>panicked</b> [1] 62/16</p> <p><b>panicking</b> [1] 30/9</p> <p><b>paper</b> [3] 113/8 113/15 113/20</p> <p><b>paracetamol</b> [1] 142/9</p> <p><b>paragraph</b> [23] 3/11</p>	<p>17/25 18/3 30/14 34/13 34/14 36/4 36/14 39/24 84/3 96/3 101/20 103/1 111/8 126/12 128/6 134/13 135/4 135/21 148/9 169/16 174/2 175/22</p> <p><b>paragraph 10</b> [1] 84/3</p> <p><b>paragraph 13</b> [1] 148/9</p> <p><b>paragraph 18</b> [2] 3/11 169/16</p> <p><b>paragraph 22</b> [1] 111/8</p> <p><b>paragraph 232</b> [1] 30/14</p> <p><b>paragraph 243</b> [1] 39/24</p> <p><b>paragraph 31</b> [1] 174/2</p> <p><b>paragraph 35</b> [1] 17/25</p> <p><b>paragraph 38</b> [1] 18/3</p> <p><b>paragraph 44</b> [1] 135/4</p> <p><b>paragraph 50</b> [1] 175/22</p> <p><b>paragraph 53</b> [1] 126/12</p> <p><b>paragraph 56</b> [1] 128/6</p> <p><b>paragraph 57</b> [1] 134/13</p> <p><b>paragraph 61</b> [1] 135/21</p> <p><b>paragraph 7</b> [1] 103/1</p> <p><b>paragraph 71</b> [1] 36/4</p> <p><b>paragraph 76</b> [1] 36/14</p> <p><b>paragraphs</b> [1] 128/21</p> <p><b>paramedic</b> [1] 60/16</p> <p><b>paramedics</b> [2] 58/13 143/3</p> <p><b>parent</b> [2] 18/13 151/14</p> <p><b>parents</b> [21] 4/1 13/15 13/18 16/16 18/4 103/8 103/20 104/6 104/15 104/20 109/18 114/19 115/8 116/11 116/21 117/22 122/16 126/6 140/22 145/13 147/23</p> <p><b>parents'</b> [1] 117/3</p> <p><b>parity</b> [2] 169/11 176/8</p> <p><b>park</b> [1] 108/16</p> <p><b>parlour</b> [1] 71/5</p> <p><b>part</b> [24] 1/23 20/4 28/2 30/20 31/5 42/13 73/4 73/19 115/9</p>	<p>115/16 125/5 126/8 140/8 146/22 146/22 151/1 152/18 156/7 157/5 158/18 160/16 172/6 172/7 173/1</p> <p><b>part-time</b> [2] 140/8 152/18</p> <p><b>participants</b> [1] 178/9</p> <p><b>participate</b> [1] 160/13</p> <p><b>particular</b> [5] 20/10 49/18 59/18 59/25 89/16</p> <p><b>particularly</b> [16] 3/7 19/12 35/22 36/12 43/1 43/5 43/12 104/2 104/4 115/10 117/14 135/6 158/5 164/15 174/7 174/9</p> <p><b>partner</b> [3] 18/13 130/20 131/6</p> <p><b>parts</b> [2] 95/17 95/18</p> <p><b>Partygate</b> [2] 116/2 158/20</p> <p><b>pass</b> [4] 38/1 43/9 69/23 97/4</p> <p><b>passed</b> [19] 23/3 68/17 70/15 82/10 87/22 88/24 90/9 90/21 109/25 114/11 114/14 122/10 147/22 148/2 163/7 170/8 170/11 171/13 171/15</p> <p><b>passing</b> [7] 8/13 42/16 49/20 110/25 114/19 139/25 161/6</p> <p><b>passionate</b> [1] 69/17</p> <p><b>past</b> [5] 6/3 44/6 90/20 92/18 97/2</p> <p><b>path</b> [3] 47/19 61/6 61/6</p> <p><b>patients</b> [1] 6/8</p> <p><b>pattern</b> [1] 142/12</p> <p><b>pay</b> [2] 2/23 94/11</p> <p><b>paying</b> [2] 39/2 130/13</p> <p><b>payments</b> [1] 131/5</p> <p><b>peace</b> [1] 12/14</p> <p><b>pension</b> [3] 36/10 37/12 38/19</p> <p><b>people</b> [151] 4/9 5/18 5/25 5/25 6/13 7/14 7/21 7/24 8/14 9/8 10/24 11/1 11/3 11/7 13/9 13/14 13/18 13/23 14/3 14/21 16/5 16/6 16/21 17/19 18/16 20/4 21/17 22/6 22/13 24/18 25/2 25/16 25/21 26/19 26/23 27/12 27/16 28/6 28/16 29/3 29/6 29/21 29/23 30/20 30/23 30/25 31/6 31/13 31/17 31/20</p>
---	---	---	--	--

<b>P</b>	88/2 93/4 93/14 155/1	37/7 41/17 45/22	162/20 163/6 175/22	158/14
<b>people... [101]</b> 32/3	<b>personalised [1]</b> 25/16	47/16 51/10 52/13	176/18 177/7 177/8	<b>presentation [1]</b> 165/25
32/24 33/13 33/23	<b>personally [8]</b> 29/22	70/3 73/11 88/7 92/1	179/21	<b>presented [2]</b> 42/9
33/25 34/1 34/5 34/15	31/8 32/19 33/4 37/3	105/22 107/1 115/15	<b>poor [2]</b> 22/11	149/25
34/18 34/22 35/2 35/3	37/14 120/6 154/12	135/16 144/20 149/19	126/13	<b>pressure [5]</b> 45/23
35/22 35/22 36/21	<b>personnel [1]</b> 136/12	175/24	<b>popped [1]</b> 162/9	58/25 90/18 138/1
38/17 38/22 38/22	<b>perspex [1]</b> 52/17	<b>placed [8]</b> 63/14	<b>popular [1]</b> 151/6	177/13
39/1 39/12 40/15	<b>persuade [2]</b> 45/24	86/21 86/25 88/7	<b>position [9]</b> 19/14	<b>pressurised [1]</b> 24/3
41/15 42/7 43/22	157/13	88/14 109/14 144/2	19/16 24/13 42/15	<b>pretty [4]</b> 118/6
43/25 45/8 45/15 52/9	<b>persuading [2]</b> 132/7	144/24	76/25 90/3 96/25	168/18 170/11 170/11
55/21 68/9 71/22 72/7	135/13	<b>places [5]</b> 4/18 4/19	105/1 120/15	<b>prevent [1]</b> 101/23
74/25 78/23 79/19	<b>phase [1]</b> 45/14	121/22 149/17 174/7	<b>positioning [1]</b> 7/8	<b>preventative [1]</b> 82/18
79/25 80/2 80/4 80/9	<b>phone [30]</b> 6/25 7/5	<b>plan [5]</b> 23/5 26/19	<b>positive [23]</b> 30/14	<b>previous [3]</b> 41/24
83/6 92/14 93/18	7/7 7/9 8/8 9/17 35/15	26/21 80/18 94/23	30/22 53/17 54/1 54/2	58/15 176/9
95/14 95/21 97/3 97/5	35/23 38/6 54/13 57/8	<b>planned [2]</b> 85/20	54/7 54/12 54/19 55/1	<b>price [1]</b> 137/15
97/16 98/11 114/22	58/9 61/15 61/25 62/1	95/4	56/7 56/8 56/18 62/12	<b>pride [1]</b> 69/17
115/25 117/15 118/1	62/18 65/11 67/1	<b>planning [11]</b> 2/18	64/18 70/25 71/11	<b>primary [1]</b> 37/20
118/1 118/1 118/11	84/12 88/4 88/12	25/3 27/25 39/25	74/15 82/25 83/3 83/7	<b>prime [1]</b> 40/6
120/11 120/14 120/17	89/14 91/14 114/10	40/19 41/3 41/8 42/13	83/13 83/18 107/7	<b>prior [2]</b> 84/21 140/4
120/24 123/12 123/24	123/23 142/20 145/16	136/2 136/3 136/9	<b>positives [1]</b> 67/14	<b>prioritised [1]</b> 129/6
124/4 124/4 124/22	145/20 156/1 170/9	<b>plans [5]</b> 23/7 26/14	<b>possibility [1]</b> 64/16	<b>privacy [1]</b> 62/6
125/5 127/2 128/1	<b>phoned [17]</b> 57/13	26/20 96/7 168/20	<b>possible [8]</b> 30/1	<b>privately [1]</b> 33/23
129/9 130/10 130/16	60/17 61/24 62/21	<b>play [1]</b> 10/14	30/3 101/22 109/7	<b>privileged [1]</b> 44/14
137/20 140/14 141/6	64/20 68/20 68/24	<b>pleasant [1]</b> 56/21	124/7 124/9 137/22	<b>proactively [1]</b> 166/15
141/9 144/17 144/22	69/1 74/14 83/7 83/20	<b>please [56]</b> 1/6 5/11	166/22	<b>probably [7]</b> 6/6
150/11 151/21 152/15	84/24 86/16 87/5	7/18 12/8 12/24 16/2	<b>possibly [1]</b> 72/24	18/24 47/18 78/7 78/9
153/15 153/16 153/18	87/25 88/3 147/13	20/18 25/1 28/10	<b>post [4]</b> 36/5 93/16	125/15 164/18
156/11 156/15 156/17	<b>phones [2]</b> 73/8	31/11 38/2 39/5 39/6	136/3 157/5	<b>probate [1]</b> 130/22
157/23 158/3 158/5	110/11	41/6 46/12 46/17 65/4	<b>post-Covid [1]</b> 157/5	<b>problem [6]</b> 73/17
158/9 159/12 159/14	<b>phoning [5]</b> 11/18	78/13 80/19 80/21	<b>post-death [1]</b> 136/3	142/6 149/25 157/17
160/12 160/20 161/17	11/21 58/12 61/18	85/23 91/2 91/10	<b>postcode [1]</b> 122/3	161/14 168/2
171/25 175/19 175/21	84/23	99/18 99/22 100/1	<b>postmortem [1]</b> 70/19	<b>problematic [1]</b> 115/9
176/11 176/13 176/16	<b>photo [3]</b> 78/1 78/1	102/13 111/13 113/11	<b>post-mortem [1]</b> 70/19	<b>problems [3]</b> 68/10
177/2	171/1	118/25 120/2 120/16	<b>pounding [1]</b> 12/3	73/16 142/5
<b>people's [7]</b> 10/14	<b>photographs [1]</b> 167/14	122/7 123/3 123/5	<b>poverty [1]</b> 35/14	<b>procedures [3]</b> 52/2
15/23 48/10 51/22	<b>physical [13]</b> 76/4	123/19 124/14 125/7	<b>power [1]</b> 121/15	136/3 136/4
52/6 118/11 158/1	94/24 115/11 155/2	128/19 130/8 130/9	<b>powers [4]</b> 161/15	<b>proceedings [1]</b> 173/22
<b>per [4]</b> 55/22 66/18	168/1 169/14 170/1	136/22 137/8 137/12	161/18 161/19 161/20	<b>process [10]</b> 8/6
76/13 78/8	173/4 175/25 176/4	139/4 139/11 139/16	<b>PPE [6]</b> 9/24 69/21	24/20 31/5 34/4 36/16
<b>perception [3]</b> 17/3	176/10 176/12 176/14	152/18 161/2 161/23	107/20 107/22 121/2	41/2 42/3 136/5
175/20 175/21	<b>physically [3]</b> 20/8	162/1 162/11 162/16	176/23	137/12 172/7
<b>perform [1]</b> 150/15	89/23 166/16	162/23 178/10 178/11	<b>practice [4]</b> 6/7 142/1	<b>processes [1]</b> 132/5
<b>performed [2]</b> 42/20	<b>physiotherapist [2]</b> 106/11 106/19	<b>pleased [1]</b> 52/9	148/12 174/10	<b>processions [1]</b> 172/12
101/12	<b>physiotherapy [1]</b> 164/14	<b>plenty [2]</b> 112/15	<b>practices [1]</b> 50/25	<b>prodding [1]</b> 64/12
<b>perhaps [7]</b> 96/3	<b>pick [4]</b> 41/4 134/8	114/5	<b>prayers [3]</b> 150/16	<b>produced [1]</b> 6/17
129/20 129/23 133/15	158/7 161/7	<b>plugged [1]</b> 125/22	150/24 151/13	<b>products [1]</b> 51/21
153/11 153/11 159/16	<b>picked [2]</b> 38/6 57/23	<b>pm [6]</b> 68/20 99/13	<b>pre [4]</b> 21/14 36/6	<b>professional [2]</b> 40/20 126/23
<b>period [7]</b> 25/15	<b>picking [2]</b> 60/7	99/15 138/24 139/1	141/16 173/22	<b>professionals [5]</b> 40/21 169/22 174/17
83/17 84/12 84/19	137/3	178/12	<b>pre inquest [1]</b> 173/22	174/18 175/2
151/1 153/8 157/15	<b>picture [2]</b> 91/24	<b>pneumonia [1]</b> 164/9	<b>pre-pandemic [2]</b> 21/14 36/6	<b>Professor [2]</b> 169/12
<b>permission [1]</b> 109/4	171/10	<b>point [26]</b> 8/9 13/20	<b>precautionary [1]</b> 159/5	169/13
<b>permitted [1]</b> 149/20	<b>pie [2]</b> 22/19 22/21	34/7 34/9 37/22 45/15	<b>precautions [3]</b> 141/13 144/18 144/19	<b>profound [2]</b> 119/2
<b>persistent [1]</b> 8/21	<b>piece [4]</b> 7/11 113/8	55/13 55/15 63/3 63/6	141/13 144/18 144/19	157/1
<b>person [28]</b> 7/2	113/14 113/20	63/22 64/6 80/17	<b>predicted [1]</b> 4/23	<b>profoundly [4]</b> 18/12
10/19 12/25 18/2 19/3	<b>pieces [3]</b> 21/7 129/8	83/20 84/15 86/5	<b>prepare [1]</b> 5/6	18/13 19/2 19/23
26/21 33/20 34/3	157/12	86/24 87/8 98/11	<b>preparedness [2]</b> 39/25 40/19	<b>programming [2]</b> 153/1 153/16
38/13 41/20 56/14	<b>pink [4]</b> 39/5 64/2	107/4 108/2 128/19	<b>preparing [1]</b> 148/19	<b>progress [3]</b> 67/21
66/9 66/9 71/21 73/9	123/4 124/15	157/13 168/5 168/10	<b>prescribed [1]</b> 128/12	
87/10 87/11 91/21	<b>pipe [1]</b> 27/16	171/5	<b>prescription [1]</b> 165/11	
91/23 91/24 95/20	<b>piper [1]</b> 27/16	<b>poison [1]</b> 57/13	<b>present [2]</b> 65/22	
108/15 119/8 127/15	<b>place [21]</b> 14/10	<b>poking [1]</b> 64/11		
140/14 141/10 145/17	18/20 19/20 20/12	<b>police [1]</b> 12/6		
151/8		<b>politicised [1]</b> 160/1		
<b>personal [8]</b> 15/25		<b>Poole [14]</b> 162/7		
29/19 32/18 78/20		162/10 162/12 162/13		
		162/17 162/18 162/20		

<p><b>P</b></p> <p><b>progress...</b> [2] 83/2 105/9</p> <p><b>progressed</b> [1] 88/14</p> <p><b>prolonged</b> [7] 17/23 34/5 34/7 102/24 117/23 155/15 173/20</p> <p><b>prolongs</b> [1] 34/8</p> <p><b>prominent</b> [1] 158/12</p> <p><b>promise</b> [2] 65/5 80/10</p> <p><b>promises</b> [3] 136/25 137/1 137/4</p> <p><b>prone</b> [2] 7/8 90/2</p> <p><b>proper</b> [6] 39/18 60/21 90/25 125/19 135/25 136/19</p> <p><b>properly</b> [2] 88/16 158/4</p> <p><b>prospect</b> [1] 36/18</p> <p><b>protect</b> [15] 4/2 5/21 8/24 18/20 22/6 104/1 104/17 140/22 141/7 149/12 158/18 159/24 166/13 174/11 174/13</p> <p><b>protected</b> [1] 103/19</p> <p><b>protection</b> [1] 177/4</p> <p><b>protocol</b> [1] 107/21</p> <p><b>protocols</b> [1] 95/16</p> <p><b>proves</b> [1] 97/18</p> <p><b>provide</b> [8] 29/6 32/16 66/4 84/25 102/10 132/7 133/15 175/25</p> <p><b>provided</b> [9] 46/21 81/22 100/3 113/8 118/19 133/1 139/17 165/11 166/21</p> <p><b>providers</b> [3] 36/10 37/12 38/20</p> <p><b>provision</b> [3] 34/22 40/8 41/19</p> <p><b>proximity</b> [1] 176/23</p> <p><b>psychological</b> [2] 17/24 32/5</p> <p><b>psychologist</b> [1] 74/17</p> <p><b>PTSD</b> [5] 76/1 92/21 93/6 128/8 156/9</p> <p><b>public</b> [8] 27/8 38/19 45/22 45/24 116/23 161/20 174/7 175/7</p> <p><b>published</b> [1] 101/2</p> <p><b>purpose</b> [1] 100/18</p> <p><b>purposes</b> [1] 46/21</p> <p><b>pushing</b> [1] 161/10</p> <p><b>put</b> [40] 29/11 29/21 33/10 41/17 44/19 44/24 51/10 58/6 61/2 61/2 62/18 64/9 67/2 73/11 74/3 74/17 75/5 75/17 75/18 76/25 77/25 78/25 86/13 89/17 90/2 96/21 96/25 98/16 120/14</p>	<p>125/10 125/11 130/18 133/22 141/17 143/4 144/1 144/19 148/8 169/8 170/2</p> <p><b>putting</b> [1] 22/12</p> <hr/> <p><b>Q</b></p> <p><b>qualified</b> [1] 170/1</p> <p><b>quality</b> [1] 159/23</p> <p><b>quarantine</b> [1] 71/11</p> <p><b>quarantining</b> [1] 71/15</p> <p><b>quarter</b> [1] 138/22</p> <p><b>question</b> [4] 64/21 158/12 169/10 171/3</p> <p><b>questioning</b> [2] 104/10 127/23</p> <p><b>questions</b> [30] 1/8 46/14 69/1 79/11 80/24 82/3 82/7 91/2 96/14 99/21 113/18 134/23 139/10 160/5 162/14 172/23 172/25 173/11 173/12 173/15 174/20 174/22 176/2 176/19 179/4 179/8 179/11 179/14 179/18 179/22</p> <p><b>quick</b> [2] 88/5 88/6</p> <p><b>quickly</b> [4] 70/1 74/17 107/11 120/10</p> <p><b>Quiet</b> [1] 163/10</p> <p><b>quite</b> [15] 16/10 22/18 27/21 38/11 48/22 51/20 54/19 55/21 58/1 67/22 73/12 92/17 129/7 132/14 154/15</p> <p><b>quiz</b> [1] 163/14</p> <p><b>quorum</b> [1] 150/14</p> <p><b>quote</b> [5] 25/18 31/11 122/8 123/20 125/8</p> <hr/> <p><b>R</b></p> <p><b>rabbi</b> [2] 150/11 152/7</p> <p><b>Rabinder</b> [4] 99/18 99/19 99/23 179/13</p> <p><b>radiotherapy</b> [5] 55/14 55/15 56/17 56/24 74/13</p> <p><b>rag</b> [1] 125/11</p> <p><b>Rahman</b> [1] 46/10</p> <p><b>raining</b> [1] 23/8</p> <p><b>raise</b> [1] 96/14</p> <p><b>raised</b> [2] 134/15 151/16</p> <p><b>rang</b> [4] 145/16 145/20 168/13 168/14</p> <p><b>range</b> [2] 35/21 35/25</p> <p><b>ranted</b> [1] 12/21</p> <p><b>rapid</b> [1] 120/23</p> <p><b>rapidly</b> [1] 131/21</p> <p><b>rapport</b> [1] 174/25</p> <p><b>rarely</b> [1] 156/21</p> <p><b>rather</b> [4] 38/2 74/17</p>	<p>170/10 174/8</p> <p><b>raw.</b> [1] 123/14</p> <p><b>reach</b> [6] 20/8 31/19 57/9 133/5 133/6 178/6</p> <p><b>reached</b> [1] 80/12</p> <p><b>reaches</b> [1] 74/11</p> <p><b>reaching</b> [2] 31/13 74/10</p> <p><b>react</b> [1] 158/13</p> <p><b>read</b> [7] 66/21 96/5 113/15 122/18 133/4 133/8 134/8</p> <p><b>readily</b> [2] 20/9 37/8</p> <p><b>reading</b> [5] 33/21 33/21 61/23 133/8 142/13</p> <p><b>ready</b> [1] 140/14</p> <p><b>real</b> [2] 39/14 50/7</p> <p><b>realise</b> [1] 120/12</p> <p><b>reality</b> [1] 67/14</p> <p><b>really</b> [69] 2/13 2/20 3/23 4/4 7/21 8/11 14/18 19/25 21/6 21/8 29/12 30/22 31/14 31/17 31/18 31/20 34/6 38/17 38/17 39/15 40/6 40/14 45/4 55/2 59/8 60/15 60/15 61/24 64/24 67/19 68/5 71/8 75/3 75/4 84/20 85/6 86/13 88/17 91/24 99/9 108/1 116/10 121/14 124/2 124/2 127/21 129/5 142/19 142/20 143/11 144/21 149/10 153/22 154/15 155/23 157/9 158/10 158/24 158/24 159/18 160/14 160/14 161/8 161/10 172/22 173/8 174/23 175/20 178/3</p> <p><b>rearranging</b> [1] 162/10</p> <p><b>reason</b> [6] 29/23 78/15 96/22 112/13 113/13 118/9</p> <p><b>reasonably</b> [1] 140/5</p> <p><b>reasons</b> [2] 58/20 155/14</p> <p><b>reassurance</b> [2] 111/17 133/16</p> <p><b>reassure</b> [1] 5/18</p> <p><b>reassuring</b> [1] 31/6</p> <p><b>recall</b> [1] 147/6</p> <p><b>receive</b> [6] 85/23 86/2 116/20 127/8 165/8 169/9</p> <p><b>received</b> [11] 8/8 9/17 89/14 114/7 116/22 131/4 131/7 135/1 157/9 165/5 167/25</p> <p><b>receiving</b> [1] 167/23</p> <p><b>recently</b> [2] 16/20</p>	<p>16/22</p> <p><b>recite</b> [1] 151/13</p> <p><b>recognise</b> [3] 39/10 66/8 121/9</p> <p><b>recognised</b> [5] 18/2 21/13 40/5 98/13 108/13</p> <p><b>recognising</b> [1] 20/1</p> <p><b>recommendation</b> [3] 38/21 39/23 40/6</p> <p><b>recommendations</b> [16] 3/2 12/17 33/10 39/22 40/18 41/18 43/6 45/18 135/23 136/21 137/24 159/19 161/1 161/7 161/9 161/12</p> <p><b>record</b> [12] 7/17 12/24 20/17 25/1 31/11 34/13 39/5 119/1 123/3 124/15 128/20 130/8</p> <p><b>recording</b> [1] 30/16</p> <p><b>records</b> [11] 106/16 122/19 122/22 132/8 132/17 132/24 133/3 133/14 133/22 133/25 134/17</p> <p><b>recover</b> [3] 68/5 95/3 146/14</p> <p><b>recovery</b> [2] 111/4 167/22</p> <p><b>recurring</b> [1] 3/12</p> <p><b>reduce</b> [2] 51/11 137/20</p> <p><b>reduced</b> [2] 104/22 147/9</p> <p><b>reductions</b> [1] 94/8</p> <p><b>reevaluate</b> [1] 160/10</p> <p><b>refer</b> [2] 91/6 133/12</p> <p><b>reference</b> [5] 8/14 81/7 98/6 139/16 162/21</p> <p><b>referred</b> [2] 157/14 157/14</p> <p><b>reflect</b> [3] 94/22 96/10 119/9</p> <p><b>reflected</b> [6] 17/16 17/18 34/12 42/15 119/16 135/4</p> <p><b>reflection</b> [1] 130/7</p> <p><b>reflections</b> [1] 120/2</p> <p><b>reflective</b> [1] 39/7</p> <p><b>reflects</b> [3] 102/2 118/20 122/15</p> <p><b>refused</b> [4] 85/10 166/23 166/23 166/24</p> <p><b>regardless</b> [1] 29/14</p> <p><b>region</b> [2] 121/25 122/4</p> <p><b>regions</b> [1] 136/3</p> <p><b>register</b> [1] 91/17</p> <p><b>registered</b> [1] 37/3</p> <p><b>registering</b> [1] 36/22</p> <p><b>registrant</b> [1] 6/5</p> <p><b>registrars</b> [2] 36/25</p>	<p>37/4</p> <p><b>regret</b> [3] 8/5 10/20 124/21</p> <p><b>regularly</b> [1] 11/21</p> <p><b>rehabilitation</b> [2] 164/12 164/12</p> <p><b>reign</b> [1] 75/16</p> <p><b>reinforced</b> [1] 60/5</p> <p><b>relate</b> [2] 33/18 76/6</p> <p><b>related</b> [1] 41/16</p> <p><b>relating</b> [3] 7/21 132/17 134/14</p> <p><b>relation</b> [5] 82/4 82/7 86/11 132/2 174/5</p> <p><b>relationship</b> [3] 47/11 77/20 160/9</p> <p><b>relationships</b> [1] 28/21</p> <p><b>relative</b> [2] 13/14 16/15</p> <p><b>relatives</b> [3] 12/17 31/1 115/19</p> <p><b>release</b> [1] 157/3</p> <p><b>released</b> [2] 136/18 137/6</p> <p><b>relevant</b> [3] 125/24 132/8 144/21</p> <p><b>reliance</b> [4] 7/10 34/16 35/9 35/19</p> <p><b>reliant</b> [2] 6/25 94/5</p> <p><b>relief</b> [1] 111/17</p> <p><b>religion</b> [2] 124/20 149/1</p> <p><b>religious</b> [7] 30/21 115/8 116/13 125/22 126/2 126/7 136/4</p> <p><b>relive</b> [3] 18/6 79/15 118/6</p> <p><b>rely</b> [1] 131/9</p> <p><b>relying</b> [2] 4/16 7/12</p> <p><b>remained</b> [3] 101/15 109/5 153/24</p> <p><b>remember</b> [24] 3/23 4/4 21/18 23/20 30/4 37/22 54/11 55/25 61/5 62/14 65/6 65/7 65/8 68/7 68/11 69/16 69/25 70/4 72/18 75/10 85/16 151/5 155/25 173/13</p> <p><b>remembrance</b> [1] 23/1</p> <p><b>reminded</b> [1] 16/4</p> <p><b>reminds</b> [1] 79/25</p> <p><b>remote</b> [4] 32/10 33/17 38/8 127/13</p> <p><b>remotely</b> [5] 22/25 32/3 152/6 153/16 162/8</p> <p><b>removed</b> [2] 26/15 165/20</p> <p><b>repeat</b> [1] 38/12</p> <p><b>repeatedly</b> [2] 142/2 147/24</p> <p><b>replaying</b> [1] 8/2</p> <p><b>replied</b> [1] 112/7</p>
---	--	---	---	--

<b>R</b>	118/21 138/22 146/1 155/11 155/16 155/20	<b>roughly [1]</b> 145/18 <b>round [6]</b> 6/11 89/3 94/17 98/20 106/3 143/3 <b>roundtable [2]</b> 28/10 28/12 <b>routine [1]</b> 53/8 <b>rugby [2]</b> 69/16 69/18 <b>rules [20]</b> 28/15 75/1 77/10 79/9 111/23 116/8 116/9 121/16 121/20 124/11 126/3 127/14 146/6 146/8 148/5 148/5 149/16 149/18 149/19 154/2 <b>run [3]</b> 64/15 158/6 160/11 <b>run-up [1]</b> 64/15 <b>running [1]</b> 158/3	<b>sail [1]</b> 18/25 <b>sake [1]</b> 67/9 <b>same [23]</b> 13/10 13/16 17/9 17/12 18/14 19/2 33/21 36/15 37/17 52/16 53/14 54/20 96/25 98/8 102/15 109/8 109/17 109/17 126/5 130/7 145/3 145/5 171/15 <b>sanctioned [1]</b> 17/13 <b>sanitiser [2]</b> 51/22 51/23 <b>sarcastic [1]</b> 61/21 <b>sat [4]</b> 69/14 75/18 90/16 90/19 <b>satisfied [1]</b> 172/22 <b>Saturday [4]</b> 56/16 57/1 104/19 109/10 <b>save [2]</b> 100/19 102/3 <b>saved [1]</b> 144/23 <b>savings [1]</b> 93/21 <b>saw [8]</b> 10/21 10/22 89/25 103/8 108/13 114/14 140/18 163/11 <b>say [159]</b> 2/3 2/16 3/16 4/8 6/6 6/10 8/9 9/2 9/20 10/8 14/9 16/6 19/11 20/11 22/20 25/12 30/18 31/14 36/7 36/17 37/9 37/13 39/24 43/21 44/10 45/13 47/10 48/12 48/16 49/4 50/14 51/9 52/11 52/13 53/16 54/9 58/20 58/23 59/13 60/21 61/20 62/23 63/11 65/4 65/11 66/13 67/8 67/11 68/14 70/6 70/19 71/4 73/4 73/20 74/12 74/25 76/16 76/23 77/7 77/10 78/8 80/1 80/4 80/7 82/5 82/16 83/7 83/21 84/2 85/24 86/16 87/25 88/10 90/23 90/25 92/13 92/18 93/1 94/8 94/19 95/10 95/12 96/18 97/15 97/16 97/23 101/25 102/4 102/18 102/22 104/2 104/6 105/13 107/10 111/8 114/23 115/7 115/9 116/14 117/2 117/5 119/12 120/7 120/11 121/8 123/12 125/13 126/16 126/23 127/4 128/7 128/10 135/5 135/22 136/15 136/16 136/20 138/8 140/18 140/21 141/15 142/2 143/2 143/23 145/12	146/11 146/16 147/2 147/20 147/23 149/21 150/23 151/11 151/13 151/19 152/11 152/22 154/6 157/3 157/7 157/19 157/25 158/12 164/4 164/18 165/12 165/19 169/16 169/23 171/8 173/19 174/4 174/15 175/6 175/10 175/13 175/19 175/22 177/6 <b>saying [11]</b> 12/7 17/2 21/19 28/3 35/15 68/4 68/12 70/5 79/20 80/9 112/6 <b>says [2]</b> 18/5 64/4 <b>scale [1]</b> 25/5 <b>scaling [1]</b> 33/12 <b>scandal [1]</b> 158/20 <b>scare [2]</b> 62/20 62/22 <b>scared [2]</b> 143/19 145/16 <b>scarf [1]</b> 44/24 <b>scenes [1]</b> 140/19 <b>schizo affective [2]</b> 164/6 164/24 <b>schizophrenia [1]</b> 164/5 <b>school [2]</b> 21/2 47/15 <b>schools [1]</b> 152/20 <b>score [2]</b> 21/21 21/22 <b>Scotland [13]</b> 2/15 8/7 12/25 20/19 22/19 25/9 26/5 29/24 32/22 34/20 39/13 43/12 69/15 <b>Scottish [18]</b> 1/17 2/5 2/25 3/1 3/7 3/24 4/14 9/19 11/11 11/24 17/6 28/12 42/15 43/3 43/4 45/5 95/9 99/6 <b>screen [4]</b> 81/9 81/10 151/6 162/9 <b>script [1]</b> 142/6 <b>scroll [2]</b> 120/1 122/7 <b>sealed [3]</b> 71/6 71/17 148/24 <b>search [1]</b> 129/13 <b>searching [1]</b> 105/24 <b>seat [1]</b> 77/25 <b>second [5]</b> 47/20 52/11 52/15 55/16 125/8 <b>secondly [1]</b> 135/14 <b>seconds [1]</b> 70/7 <b>Section [1]</b> 165/13 <b>Section 4 [1]</b> 165/13 <b>sectioned [2]</b> 168/25 173/7 <b>sections [1]</b> 84/16 <b>sedated [1]</b> 144/2 <b>sedatives [1]</b> 170/3 <b>see [66]</b> 5/5 5/5 5/14 5/17 7/7 8/16 9/18
	<b>reply [1]</b> 84/21 <b>report [2]</b> 28/10 135/12 <b>reported [1]</b> 36/11 <b>reports [5]</b> 3/1 136/17 136/18 137/6 137/16 <b>represent [1]</b> 44/14 <b>representatives [1]</b> 28/17 <b>request [2]</b> 32/25 109/4 <b>requested [1]</b> 116/15 <b>require [1]</b> 42/8 <b>required [2]</b> 49/1 150/15 <b>requirements [1]</b> 106/2 <b>requiring [2]</b> 129/11 135/7 <b>research [1]</b> 17/10 <b>resigning [1]</b> 93/15 <b>resources [1]</b> 126/24 <b>respect [3]</b> 22/12 40/8 74/18 <b>respected [2]</b> 113/3 113/4 <b>respectful [1]</b> 24/21 <b>respecting [1]</b> 112/20 <b>respective [1]</b> 116/1 <b>respects [1]</b> 48/23 <b>respiratory [2]</b> 4/22 10/13 <b>responded [1]</b> 17/2 <b>respondents [1]</b> 3/7 <b>response [4]</b> 3/1 34/7 43/6 69/20 <b>responsibility [1]</b> 29/10 <b>responsive [1]</b> 66/25 <b>rest [4]</b> 22/12 87/13 87/16 106/3 <b>restore [1]</b> 160/9 <b>restricted [1]</b> 22/10 <b>restricting [1]</b> 166/3 <b>restrictions [16]</b> 1/14 3/10 3/15 4/7 8/25 20/12 21/15 28/15 28/20 91/25 94/1 115/14 135/10 136/12 148/14 169/8 <b>result [4]</b> 82/10 96/5 127/2 134/18 <b>resulting [1]</b> 103/4 <b>resuscitated [1]</b> 108/7 <b>retained [1]</b> 154/4 <b>retell [1]</b> 175/4 <b>rethink [1]</b> 111/6 <b>retired [1]</b> 140/7 <b>retracted [1]</b> 111/12 <b>return [10]</b> 20/20 46/5 90/13 99/11	<b>returning [1]</b> 156/9 <b>review [2]</b> 11/13 11/19 <b>reviewing [1]</b> 41/1 <b>rheumatoid [1]</b> 141/15 <b>riffs [2]</b> 22/14 28/24 <b>right [66]</b> 1/21 2/12 3/17 9/3 40/15 45/14 45/19 47/6 48/4 49/18 49/21 51/3 58/5 58/9 62/25 64/20 70/15 73/9 73/10 75/25 76/23 78/5 80/13 81/17 82/16 82/24 83/21 88/10 88/17 89/13 93/7 93/10 100/15 100/19 101/7 101/17 103/9 105/3 105/11 106/22 107/11 109/12 109/25 110/1 111/3 115/15 116/18 118/8 126/21 138/20 140/11 140/17 145/12 148/17 150/13 150/17 154/22 163/12 163/13 164/1 165/14 165/20 169/1 171/23 172/24 174/11 <b>rightfully [1]</b> 132/11 <b>rightly [1]</b> 129/7 <b>rights [3]</b> 40/2 113/2 132/14 <b>rigid [2]</b> 90/5 90/7 <b>ring [1]</b> 168/15 <b>ringing [1]</b> 166/20 <b>risk [9]</b> 4/19 33/14 33/14 49/20 50/5 51/11 53/2 141/17 148/8 <b>risks [2]</b> 49/8 49/15 <b>ritual [2]</b> 28/3 116/13 <b>rituals [5]</b> 115/8 124/14 148/10 148/18 150/23 <b>Rivka [4]</b> 139/4 139/5 139/13 179/17 <b>robbed [2]</b> 77/5 119/12 <b>robust [1]</b> 136/21 <b>role [4]</b> 42/18 42/20 101/10 163/21 <b>roof [2]</b> 130/4 130/19 <b>room [26]</b> 10/1 10/22 12/10 17/7 18/18 30/25 32/3 33/20 44/7 50/14 58/6 58/8 69/5 69/8 69/9 69/11 69/25 70/3 83/15 98/20 111/22 115/4 121/12 133/21 133/23 162/10 <b>rooms [1]</b> 143/15 <b>root [1]</b> 103/22 <b>rotten [1]</b> 77/23	<b>Sabbath [3]</b> 151/17 154/1 154/2 <b>sad [2]</b> 17/1 139/25 <b>sadly [11]</b> 47/6 68/17 82/13 88/24 90/9 114/13 118/1 119/18 119/23 134/9 134/10 <b>sadness [3]</b> 119/3 119/14 124/24 <b>safe [5]</b> 35/1 76/19 117/20 176/22 177/1 <b>safeguard [1]</b> 158/25 <b>safeguarding [1]</b> 158/8 <b>safety [1]</b> 4/19 <b>said [95]</b> 4/22 5/10 7/24 8/7 9/6 11/20 12/12 14/9 15/25 16/25 21/20 23/25 25/9 29/3 31/24 34/20 36/14 38/4 39/11 39/13 45/4 48/14 54/13 55/17 56/1 56/4 56/19 57/7 57/9 57/13 57/19 58/9 58/14 58/18 59/5 59/8 61/11 62/16 64/10 64/13 65/11 65/13 67/20 68/8 68/21 70/11 70/16 71/8 72/16 72/17 74/20 75/11 86/6 87/9 89/1 89/3 92/5 110/8 112/3 112/9 112/10 113/13 114/4 117/25 118/7 119/8 120/17 120/20 121/6 123/10 124/23 125/1 125/9 129/2 129/2 131/7 131/11 134/14 134/24 137/19 137/23 160/7 160/25 162/1 167/1 167/5 167/6 168/14 168/15 168/16 170/1 173/5 173/24 174/6 178/6	

<p><b>S</b></p> <p><b>see... [59]</b> 10/17 10/23 12/2 12/10 12/13 13/6 13/11 14/11 14/25 17/4 22/1 26/4 26/14 28/11 30/6 31/16 31/24 34/12 35/22 43/15 44/23 56/3 62/13 63/9 64/2 64/24 67/13 68/23 69/7 71/6 74/15 75/6 79/5 79/13 84/17 85/6 87/19 88/17 89/6 89/23 107/15 111/21 112/18 114/9 114/18 120/6 123/15 146/23 148/3 157/11 159/2 166/2 166/6 166/16 167/3 170/13 170/21 170/22 170/24</p> <p><b>seeing [9]</b> 18/16 61/5 90/4 120/21 121/11 131/22 156/1 161/4 170/22</p> <p><b>seek [4]</b> 58/21 58/24 59/10 59/21</p> <p><b>seeking [2]</b> 34/11 59/16</p> <p><b>seem [4]</b> 116/23 133/2 138/6 160/22</p> <p><b>seemed [3]</b> 103/14 131/22 142/23</p> <p><b>seen [12]</b> 4/15 38/25 44/3 68/8 81/19 87/6 90/1 106/12 108/1 109/16 171/5 171/7</p> <p><b>self [7]</b> 5/21 13/22 22/7 22/8 33/15 43/10 43/22</p> <p><b>self-blame [1]</b> 5/21</p> <p><b>self-harm [1]</b> 33/15</p> <p><b>self-isolate [2]</b> 13/22 22/7</p> <p><b>self-isolation [1]</b> 22/8</p> <p><b>selfish [2]</b> 68/14 98/9</p> <p><b>semi [1]</b> 140/7</p> <p><b>semi-retired [1]</b> 140/7</p> <p><b>send [4]</b> 28/7 30/21 172/14 172/16</p> <p><b>send-off [4]</b> 28/7 30/21 172/14 172/16</p> <p><b>sending [1]</b> 23/17</p> <p><b>sense [8]</b> 15/12 33/21 40/11 41/3 86/14 144/18 144/18 149/14</p> <p><b>sent [4]</b> 91/19 91/20 153/14 164/19</p> <p><b>sentence [2]</b> 29/12 78/2</p> <p><b>sentiment [1]</b> 15/3</p> <p><b>sentiments [3]</b> 21/13 34/12 119/16</p>	<p><b>separate [6]</b> 19/19 69/8 83/17 143/15 145/10 150/8</p> <p><b>September [1]</b> 77/24</p> <p><b>serious [1]</b> 109/1</p> <p><b>seriously [1]</b> 116/5</p> <p><b>service [12]</b> 6/21 24/18 31/2 39/18 128/24 142/5 156/4 166/11 166/13 169/23 177/2 177/3</p> <p><b>services [14]</b> 24/3 30/16 32/9 32/10 32/16 38/25 40/22 150/22 151/2 151/19 154/1 157/22 158/3 174/16</p> <p><b>session [1]</b> 160/19</p> <p><b>set [3]</b> 128/3 135/21 153/14</p> <p><b>sets [1]</b> 106/2</p> <p><b>settings [5]</b> 40/5 121/1 159/24 176/17 176/24</p> <p><b>seven [1]</b> 151/1</p> <p><b>seven-day [1]</b> 151/1</p> <p><b>several [4]</b> 85/3 86/15 93/16 132/21</p> <p><b>severe [5]</b> 155/5 156/4 156/15 174/5 176/1</p> <p><b>severely [2]</b> 145/24 156/23</p> <p><b>shall [5]</b> 46/4 46/5 99/11 138/22 178/8</p> <p><b>shape [1]</b> 120/8</p> <p><b>share [5]</b> 20/7 23/22 72/12 78/13 92/15</p> <p><b>shared [3]</b> 20/20 20/25 92/9</p> <p><b>Sharon [5]</b> 46/11 46/13 46/18 64/10 179/7</p> <p><b>she [112]</b> 1/6 4/23 4/24 7/4 7/5 7/5 7/6 7/7 10/10 10/16 10/16 10/23 10/23 11/25 13/5 16/17 16/18 16/19 19/13 21/21 21/25 22/2 22/3 22/4 23/25 24/2 26/7 26/8 26/9 26/12 26/12 27/2 31/21 31/24 31/24 31/25 33/6 33/6 33/7 47/21 53/21 53/23 53/24 54/2 56/4 56/4 64/21 64/23 64/24 69/1 69/2 69/2 70/5 74/14 74/16 75/18 87/6 87/7 87/9 99/18 104/3 104/3 109/11 110/2 110/18 111/5 111/10 111/15 112/6 113/25 114/1 114/15 119/11 120/5 120/21 120/22 121/7 121/9</p>	<p>121/11 121/12 121/13 122/13 128/8 128/11 128/13 128/15 129/2 129/4 129/6 139/4 143/16 143/17 145/1 146/1 146/1 146/4 146/9 146/10 147/18 150/1 156/21 156/21 156/23 157/6 157/9 157/10 157/12 157/15 157/18 162/7 162/9 162/12</p> <p><b>she was [1]</b> 22/2</p> <p><b>she'd [3]</b> 21/22 111/4 119/11</p> <p><b>She's [1]</b> 162/9</p> <p><b>sheet [1]</b> 133/19</p> <p><b>Sherwood [10]</b> 99/18 99/19 99/23 99/25 100/9 117/21 118/23 136/13 137/18 179/13</p> <p><b>shield [1]</b> 49/2</p> <p><b>shielded [2]</b> 78/7 78/9</p> <p><b>shielding [6]</b> 4/1 10/18 49/5 78/3 78/6 79/7</p> <p><b>shift [5]</b> 32/9 35/8 35/19 36/22 112/22</p> <p><b>shifted [1]</b> 38/8</p> <p><b>shirt [1]</b> 125/15</p> <p><b>Shiva [1]</b> 151/1</p> <p><b>shock [3]</b> 21/6 54/16 147/21</p> <p><b>shop [1]</b> 175/13</p> <p><b>shopping [1]</b> 95/6</p> <p><b>shops [1]</b> 141/12</p> <p><b>short [6]</b> 27/9 46/8 63/20 96/2 99/14 138/25</p> <p><b>shortly [4]</b> 53/17 103/11 147/8 157/3</p> <p><b>should [45]</b> 4/18 5/23 6/6 9/8 10/9 10/12 27/25 34/25 40/16 41/10 41/14 45/11 46/19 49/4 52/2 58/15 58/24 59/10 59/21 60/6 66/13 76/19 79/6 81/6 106/24 110/5 111/10 111/15 115/21 133/11 136/19 139/15 141/13 161/10 162/20 169/19 169/23 169/24 170/5 173/5 174/21 174/22 176/10 176/11 176/14</p> <p><b>shoulder [1]</b> 30/24</p> <p><b>shouldn't [4]</b> 5/16 30/12 81/10 112/8</p> <p><b>shouted [1]</b> 107/19</p> <p><b>shouting [1]</b> 108/20</p> <p><b>show [1]</b> 141/23</p> <p><b>showed [1]</b> 167/18</p> <p><b>shower [1]</b> 53/7</p> <p><b>siblings [2]</b> 115/3</p>	<p>116/18</p> <p><b>sic [3]</b> 15/12 38/16 135/5</p> <p><b>sick [5]</b> 54/19 55/21 58/3 64/12 156/17</p> <p><b>sickening [1]</b> 116/6</p> <p><b>sicker [1]</b> 87/8</p> <p><b>sickest [1]</b> 87/10</p> <p><b>side [6]</b> 27/12 73/1 89/6 103/15 149/8 149/11</p> <p><b>sides [2]</b> 110/11 131/20</p> <p><b>sign [2]</b> 89/5 108/1</p> <p><b>signed [1]</b> 112/2</p> <p><b>significant [5]</b> 4/8 10/13 116/17 131/9 134/15</p> <p><b>signing [1]</b> 108/21</p> <p><b>signpost [2]</b> 129/9 129/16</p> <p><b>signposting [1]</b> 128/23</p> <p><b>Sikh [2]</b> 115/7 116/13</p> <p><b>silly [4]</b> 72/17 75/5 75/6 171/8</p> <p><b>similar [2]</b> 12/23 13/8</p> <p><b>Similarly [1]</b> 121/25</p> <p><b>simple [7]</b> 29/12 73/4 129/13 149/2 155/23 155/24 159/25</p> <p><b>simply [6]</b> 15/5 31/1 122/15 124/7 140/24 142/8</p> <p><b>since [7]</b> 83/18 89/23 98/3 101/6 101/15 111/5 147/25</p> <p><b>sing [1]</b> 23/6</p> <p><b>singing [2]</b> 92/15 160/12</p> <p><b>single [4]</b> 8/20 96/21 118/7 122/19</p> <p><b>sister [12]</b> 30/11 109/23 110/4 110/17 111/14 114/7 114/13 114/17 115/3 120/4 138/12 138/12</p> <p><b>sit [6]</b> 23/20 24/18 50/14 108/8 148/16 173/2</p> <p><b>site [2]</b> 87/23 88/1</p> <p><b>sitting [5]</b> 23/9 23/12 72/18 72/20 98/21</p> <p><b>situation [3]</b> 2/20 29/14 50/7</p> <p><b>situations [4]</b> 75/5 75/6 92/3 158/11</p> <p><b>six [5]</b> 8/22 13/16 61/13 63/12 66/19</p> <p><b>six days [2]</b> 61/13 63/12</p> <p><b>skill [1]</b> 35/6</p> <p><b>skills [2]</b> 34/18 34/23</p> <p><b>skin [1]</b> 69/21</p> <p><b>sleep [2]</b> 30/8 107/23</p> <p><b>sleeper [1]</b> 58/2</p>	<p><b>sleeping [1]</b> 110/11</p> <p><b>slept [2]</b> 83/11 83/15</p> <p><b>slightly [2]</b> 12/23 17/22</p> <p><b>small [4]</b> 2/24 27/15 111/22 115/5</p> <p><b>smallest [2]</b> 19/21 19/22</p> <p><b>snippets [1]</b> 67/23</p> <p><b>so [293]</b></p> <p><b>so, [1]</b> 12/7</p> <p><b>so, while [1]</b> 12/7</p> <p><b>sociable [2]</b> 71/21 104/4</p> <p><b>social [4]</b> 71/24 136/9 141/10 174/15</p> <p><b>socialise [2]</b> 103/24 124/10</p> <p><b>socially [3]</b> 17/13 72/5 171/22</p> <p><b>society [6]</b> 16/3 17/11 41/17 117/2 123/15 158/13</p> <p><b>society's [2]</b> 175/20 175/21</p> <p><b>sofa [2]</b> 55/25 72/18</p> <p><b>soft [1]</b> 15/8</p> <p><b>sold [1]</b> 131/2</p> <p><b>solid [1]</b> 90/7</p> <p><b>solitude [1]</b> 79/4</p> <p><b>solo [1]</b> 19/4</p> <p><b>some [88]</b> 1/14 4/15 8/14 14/3 15/2 17/17 19/20 21/18 21/19 23/1 24/24 25/21 25/23 28/17 28/21 28/22 29/20 32/11 33/13 33/23 34/1 34/15 35/3 35/24 36/11 36/21 36/23 38/18 38/19 41/15 43/17 51/10 57/8 57/12 61/3 64/2 67/21 67/22 75/22 76/8 76/16 77/21 78/12 79/19 85/14 85/15 86/24 91/2 91/6 91/9 93/4 102/9 103/6 107/4 111/17 118/18 120/24 125/21 126/2 127/12 128/14 128/15 129/15 130/12 130/15 131/4 132/25 133/16 134/1 135/7 135/18 136/10 137/2 137/4 138/10 142/2 151/21 157/7 157/23 161/21 161/24 168/1 168/2 169/12 171/11 173/24 175/21 178/6</p> <p><b>somebody [8]</b> 12/22 13/1 30/5 30/10 118/4 134/22 155/18 177/17</p> <p><b>somehow [1]</b> 143/16</p> <p><b>someone [25]</b> 14/3 14/4 22/12 28/23</p>
---	--	---	--	---

<p><b>S</b></p> <p><b>someone... [21]</b> 50/14 53/16 53/25 58/16 62/5 70/4 74/23 75/6 78/22 79/22 95/24 102/17 102/18 102/19 110/14 129/4 150/12 151/5 154/21 163/14 169/15</p> <p><b>something [37]</b> 8/3 8/18 17/16 18/9 19/1 25/14 28/25 31/4 33/19 53/11 58/5 59/24 68/21 70/20 71/19 77/5 95/5 97/2 103/5 103/14 103/24 113/6 117/7 125/16 125/16 125/25 129/17 148/22 149/5 151/25 166/8 166/13 166/25 171/12 175/18 175/19 177/4</p> <p><b>sometimes [6]</b> 38/10 38/10 64/2 74/23 174/18 174/21</p> <p><b>son [11]</b> 8/7 57/23 62/11 68/7 68/11 68/24 70/5 77/15 77/24 83/16 125/1</p> <p><b>son's [1]</b> 88/3</p> <p><b>soon [4]</b> 60/16 101/22 108/13 166/6</p> <p><b>sooner [1]</b> 59/16</p> <p><b>sorry [10]</b> 12/21 12/21 57/15 62/17 62/17 62/21 69/15 82/5 167/11 167/12</p> <p><b>sort [13]</b> 12/1 51/25 62/7 67/24 74/19 74/25 88/18 89/1 113/14 125/21 127/8 141/12 142/22</p> <p><b>sorting [1]</b> 73/17</p> <p><b>sorts [9]</b> 36/10 36/18 48/10 77/17 129/10 159/15 159/18 159/23 172/23</p> <p><b>sought [1]</b> 60/6</p> <p><b>soul [4]</b> 47/22 76/15 78/16 79/14</p> <p><b>sounds [1]</b> 171/8</p> <p><b>source [2]</b> 33/8 50/7</p> <p><b>sourced [2]</b> 33/23 33/24</p> <p><b>space [3]</b> 30/5 30/7 95/3</p> <p><b>Spain [1]</b> 140/20</p> <p><b>speak [14]</b> 31/23 37/23 38/1 85/2 90/24 97/25 105/5 117/11 142/19 142/20 142/21 144/8 145/7 165/23</p> <p><b>special [2]</b> 31/20 44/12</p> <p><b>specialists [1]</b></p>	<p>175/25</p> <p><b>specific [2]</b> 85/16 118/10</p> <p><b>specifically [3]</b> 51/15 57/7 129/10</p> <p><b>spend [3]</b> 9/25 15/16 145/7</p> <p><b>spent [5]</b> 57/1 85/7 106/3 113/19 120/4</p> <p><b>spiritual [1]</b> 126/5</p> <p><b>spoil [1]</b> 77/23</p> <p><b>spoke [7]</b> 28/17 64/10 69/14 98/11 110/9 133/25 147/15</p> <p><b>spoken [3]</b> 11/17 95/25 110/14</p> <p><b>spouse [1]</b> 130/3</p> <p><b>stabilised [1]</b> 166/7</p> <p><b>staff [22]</b> 7/13 11/5 38/9 43/25 62/23 101/17 105/14 111/24 112/8 133/14 164/14 166/4 166/10 167/23 169/3 169/6 169/9 173/14 176/4 176/5 177/3 177/3</p> <p><b>stage [6]</b> 23/2 83/21 86/10 89/19 111/16 178/6</p> <p><b>stages [1]</b> 14/20</p> <p><b>stairs [4]</b> 58/4 58/4 83/13 146/4</p> <p><b>stand [4]</b> 150/6 150/9 171/22 171/24</p> <p><b>start [5]</b> 76/8 80/17 95/20 103/23 107/15</p> <p><b>started [9]</b> 1/23 9/18 55/12 57/3 86/17 93/16 93/17 98/4 133/4</p> <p><b>starting [2]</b> 93/21 156/2</p> <p><b>starts [1]</b> 24/20</p> <p><b>state [7]</b> 34/1 34/2 38/18 75/8 146/20 146/23 172/20</p> <p><b>stated [1]</b> 46/23</p> <p><b>statement [52]</b> 3/12 17/23 29/2 37/13 46/3 46/19 46/20 46/24 49/4 51/9 55/11 56/9 59/13 62/23 66/3 71/4 74/20 75/20 76/14 78/2 81/7 81/11 81/19 81/21 82/12 82/21 84/3 88/20 90/24 91/6 94/19 96/3 100/1 100/2 101/21 103/2 111/8 116/12 117/17 118/19 128/6 132/1 135/5 135/21 139/16 139/17 160/6 162/21 162/23 163/2 169/16 174/2</p> <p><b>statements [1]</b> 100/22</p>	<p><b>stay [17]</b> 37/17 57/4 57/6 64/17 67/8 72/16 83/10 94/16 104/3 108/16 124/9 132/9 141/8 142/8 167/8 169/4 169/6</p> <p><b>stayed [3]</b> 56/14 56/16 83/13</p> <p><b>staying [2]</b> 59/19 83/12</p> <p><b>steak [2]</b> 22/19 22/21</p> <p><b>stent [1]</b> 82/17</p> <p><b>step [2]</b> 94/11 108/21</p> <p><b>stepdaughter [2]</b> 12/4 23/23</p> <p><b>Stephen [11]</b> 82/7 82/12 83/4 83/18 87/6 87/6 88/3 90/21 92/3 93/23 96/19</p> <p><b>stepped [1]</b> 35/20</p> <p><b>steps [1]</b> 106/12</p> <p><b>Stewart [17]</b> 80/22 80/23 81/5 81/6 82/3 82/5 82/6 82/8 84/8 88/20 92/17 93/5 96/2 96/10 96/13 97/14 179/10</p> <p><b>stigma [1]</b> 136/9</p> <p><b>still [67]</b> 8/22 13/5 14/21 15/12 18/22 18/22 19/18 28/5 41/12 42/7 51/18 51/20 60/2 62/12 64/16 69/8 70/8 71/17 74/22 74/24 75/18 77/1 82/5 84/11 84/16 85/10 89/9 92/2 96/22 97/1 97/3 97/4 97/5 102/24 107/5 107/23 108/1 110/22 120/7 120/8 123/14 127/14 131/9 131/12 133/6 135/19 143/16 147/17 147/17 155/13 156/10 156/11 156/16 156/17 156/17 157/1 158/12 158/14 167/18 167/19 168/16 171/3 173/15 173/16 173/23 174/8 176/3</p> <p><b>stings [1]</b> 117/14</p> <p><b>stolen [1]</b> 66/17</p> <p><b>stomach [1]</b> 156/23</p> <p><b>stood [3]</b> 70/1 70/2 150/8</p> <p><b>stop [4]</b> 137/20 141/3 152/24 153/7</p> <p><b>stopped [9]</b> 47/18 55/20 58/4 63/6 63/7 75/15 77/10 170/22 173/7</p> <p><b>stopper [1]</b> 16/20</p> <p><b>stories [17]</b> 8/19 15/18 20/25 20/25 23/20 23/23 23/24 24/19 27/22 71/23</p>	<p>71/25 92/6 92/8 92/15 119/17 129/18 129/23</p> <p><b>story [15]</b> 3/8 7/17 12/24 20/17 20/19 24/25 31/10 34/13 39/4 118/25 128/20 130/8 139/24 173/21 175/4</p> <p><b>straight [9]</b> 20/21 53/5 53/6 58/6 60/4 61/11 83/9 112/4 143/4</p> <p><b>strain [3]</b> 130/11 130/18 131/9</p> <p><b>strange [3]</b> 151/10 156/6 158/16</p> <p><b>strangers [1]</b> 175/12</p> <p><b>stratification [1]</b> 33/13</p> <p><b>stream [3]</b> 31/16 172/2 172/3</p> <p><b>streaming [3]</b> 30/15 154/1 154/1</p> <p><b>street [4]</b> 16/22 27/2 27/11 75/7</p> <p><b>strength [4]</b> 65/18 65/19 78/16 79/1</p> <p><b>stress [3]</b> 76/6 130/22 131/13</p> <p><b>stressed [1]</b> 130/12</p> <p><b>strict [2]</b> 53/8 161/18</p> <p><b>stringent [1]</b> 136/11</p> <p><b>strong [2]</b> 67/8 154/19</p> <p><b>strongly [3]</b> 5/22 158/22 158/22</p> <p><b>struggle [3]</b> 65/15 73/5 121/14</p> <p><b>struggled [3]</b> 73/8 104/2 105/7</p> <p><b>struggles [1]</b> 95/15</p> <p><b>struggling [3]</b> 29/11 86/12 131/12</p> <p><b>Stuart [1]</b> 100/24</p> <p><b>stuck [2]</b> 118/5 118/6</p> <p><b>stuff [2]</b> 57/2 72/1</p> <p><b>stumbled [1]</b> 113/22</p> <p><b>Sturgeon [1]</b> 2/3</p> <p><b>submissions [3]</b> 3/20 177/15 178/8</p> <p><b>subscribe [1]</b> 19/9</p> <p><b>subsequent [1]</b> 122/25</p> <p><b>subsequently [2]</b> 4/25 55/1</p> <p><b>succeed [1]</b> 153/5</p> <p><b>successful [1]</b> 135/15</p> <p><b>such [16]</b> 2/9 5/21 5/21 15/17 42/9 44/6 80/5 90/4 104/11 110/17 127/19 134/10 169/19 174/10 176/16 176/22</p> <p><b>Sucha [1]</b> 133/25</p> <p><b>sudden [4]</b> 60/24</p>	<p>102/18 129/4 129/5</p> <p><b>suddenness [1]</b> 15/15</p> <p><b>suffered [2]</b> 127/2 155/3</p> <p><b>suffering [5]</b> 18/1 101/23 117/23 137/20 156/16</p> <p><b>suffers [3]</b> 128/8 156/12 156/21</p> <p><b>sufficient [1]</b> 117/8</p> <p><b>sufficiently [1]</b> 144/2</p> <p><b>sugar [1]</b> 63/1</p> <p><b>suggested [2]</b> 166/25 169/18</p> <p><b>suggesting [1]</b> 161/22</p> <p><b>suggestion [1]</b> 104/3</p> <p><b>suicidal [2]</b> 33/14 158/2</p> <p><b>suit [1]</b> 125/16</p> <p><b>summary [1]</b> 74/1</p> <p><b>summer [1]</b> 101/6</p> <p><b>sums [1]</b> 96/4</p> <p><b>Sunday [3]</b> 57/3 57/3 87/2</p> <p><b>super [2]</b> 113/5 133/15</p> <p><b>superspreader [1]</b> 107/19</p> <p><b>support [63]</b> 14/17 32/5 32/17 33/8 33/11 34/6 34/16 35/2 35/4 38/23 38/23 39/12 40/24 41/1 45/5 45/20 47/17 50/15 75/22 75/24 94/17 95/11 97/8 97/11 97/12 99/4 99/6 115/12 115/20 116/20 118/10 119/6 124/7 126/11 126/14 126/24 127/7 127/10 127/12 128/3 128/22 128/24 129/3 129/10 130/1 131/4 131/7 131/10 131/16 131/20 131/23 138/11 138/15 138/16 147/8 152/13 153/19 157/18 157/23 158/2 158/9 158/9 174/24</p> <p><b>supported [3]</b> 152/6 154/10 154/23</p> <p><b>supporting [7]</b> 6/11 66/15 67/3 93/18 95/19 129/5 161/9</p> <p><b>supportive [4]</b> 47/11 94/3 94/15 154/13</p> <p><b>suppose [2]</b> 32/2 177/25</p> <p><b>supposed [2]</b> 75/13 161/5</p> <p><b>sure [23]</b> 6/8 14/9 29/19 33/9 33/11 38/5 43/6 45/22 48/22 56/5 63/10 63/25 64/5</p>
--	--	---	---	---

<b>S</b>	125/5 129/6 134/7 142/7 145/10 168/8 <b>takes [3]</b> 38/18 86/4 95/7 <b>taking [13]</b> 29/24 42/5 51/19 51/21 54/22 64/13 69/16 70/3 130/14 138/8 141/13 141/14 143/15 <b>talk [17]</b> 16/15 17/19 60/20 65/13 69/5 76/22 79/1 88/17 91/23 112/1 115/20 116/12 121/14 129/4 148/11 155/4 156/12 <b>talked [3]</b> 64/15 77/7 97/1 <b>talking [16]</b> 13/1 21/11 23/12 57/2 71/22 78/21 87/16 98/4 103/21 107/13 110/16 110/19 112/3 128/14 134/4 157/14 <b>targeted [1]</b> 97/16 <b>tasks [2]</b> 36/19 101/12 <b>tastes [1]</b> 85/18 <b>taxi [1]</b> 150/3 <b>tea [4]</b> 21/5 21/21 23/14 177/23 <b>teaching [1]</b> 140/10 <b>team [10]</b> 38/4 44/11 98/15 98/17 98/19 98/24 99/6 127/16 158/6 163/14 <b>teams [2]</b> 41/1 173/3 <b>teamwork [1]</b> 170/6 <b>technically [1]</b> 151/21 <b>technology [1]</b> 34/19 <b>teenage [1]</b> 23/21 <b>teeth [1]</b> 158/25 <b>telephone [10]</b> 6/23 11/3 33/17 34/21 35/4 36/23 153/17 153/24 157/7 166/23 <b>telephoning [1]</b> 145/14 <b>tell [41]</b> 3/11 16/1 17/25 20/5 20/19 23/20 24/19 30/14 36/4 38/16 39/16 45/16 47/13 50/10 51/13 53/20 54/11 56/13 63/17 65/2 65/14 67/2 69/15 74/16 75/18 78/25 92/5 93/12 111/1 111/12 126/11 132/1 134/12 135/4 139/24 140/7 148/9 154/10 163/6 174/2 177/12 <b>telling [7]</b> 12/6 38/12 59/24 69/17 71/22 107/25 156/4 <b>temper [3]</b> 9/19	11/20 11/24 <b>temperature [4]</b> 104/21 142/17 168/6 168/7 <b>ten [9]</b> 71/11 86/7 97/11 101/10 102/14 114/6 142/11 150/15 171/21 <b>ten days [2]</b> 71/11 102/14 <b>ten Jewish [1]</b> 150/15 <b>ten years [1]</b> 97/11 <b>term [6]</b> 68/10 120/18 123/1 128/11 130/11 136/8 <b>terms [22]</b> 2/10 2/18 3/19 8/11 14/2 15/23 22/8 22/11 24/17 41/11 52/22 92/13 98/5 116/24 123/1 124/13 125/4 134/12 149/19 150/23 155/21 156/20 <b>terrified [2]</b> 5/19 143/20 <b>terrifying [2]</b> 142/14 145/14 <b>terror [1]</b> 4/20 <b>test [12]</b> 54/4 54/10 54/14 54/23 55/10 56/11 70/25 83/8 83/10 83/12 156/3 165/7 <b>tested [17]</b> 53/17 53/25 54/2 54/7 54/12 54/17 55/1 55/8 56/5 56/18 62/12 71/11 82/25 83/6 83/8 83/18 107/7 <b>testing [6]</b> 51/25 52/22 52/22 74/15 83/3 142/16 <b>tests [2]</b> 83/1 155/24 <b>text [3]</b> 7/5 84/21 144/11 <b>texting [1]</b> 142/19 <b>than [19]</b> 6/5 13/9 13/14 20/23 32/3 36/6 47/24 48/23 53/1 75/24 77/18 78/16 82/16 83/1 87/8 114/16 121/11 129/15 166/12 <b>thank [81]</b> 2/7 3/3 4/6 7/16 7/19 12/20 20/3 24/23 25/1 25/19 28/9 31/9 34/12 34/14 39/3 39/6 39/21 40/17 43/16 43/21 43/24 44/10 44/13 45/2 46/2 46/6 46/15 47/2 64/5 78/11 79/12 80/14 80/15 81/2 81/3 82/2 96/13 97/14 98/14 98/21 99/8 99/10	99/12 99/20 99/24 100/8 119/1 119/25 120/16 122/6 123/5 124/12 128/21 131/25 136/13 138/2 138/8 138/9 138/17 138/18 138/21 139/8 139/14 139/23 160/3 160/18 162/3 162/4 162/5 162/18 163/1 163/5 175/5 176/18 177/6 177/7 177/8 177/20 177/20 178/2 178/4 <b>thankfully [2]</b> 94/10 110/17 <b>that [1132]</b> <b>that I [25]</b> 9/3 16/23 16/24 21/2 33/4 53/2 62/3 66/9 66/22 67/2 69/13 72/13 72/14 77/5 83/11 83/15 84/24 85/5 87/25 119/9 152/2 153/12 156/4 170/21 172/13 <b>that's [88]</b> 2/1 2/6 2/12 2/13 2/14 2/20 3/18 4/24 12/15 15/3 15/3 17/2 17/10 17/13 17/16 18/14 19/18 28/3 29/5 30/12 32/13 40/6 42/22 42/23 44/3 45/11 48/14 49/7 49/21 50/12 51/8 52/10 56/6 58/12 59/4 59/13 59/24 62/20 66/7 66/17 68/14 70/20 71/1 73/10 73/17 73/23 74/1 75/25 77/5 78/5 78/14 78/17 79/21 81/2 89/9 92/21 98/1 98/3 98/6 99/23 101/3 105/3 105/12 105/23 108/3 108/15 110/1 112/7 112/7 112/19 115/16 115/21 116/19 120/13 128/3 134/1 134/14 134/16 142/9 148/17 153/21 161/25 163/13 165/10 165/15 171/24 174/11 175/1 <b>that's 49 [1]</b> 134/14 <b>that.' [1]</b> 120/13 <b>their [96]</b> 1/20 4/10 6/1 6/12 6/19 6/25 7/25 8/1 8/2 8/4 8/6 8/15 9/9 12/18 13/1 13/11 14/4 14/22 15/4 15/6 18/17 20/6 20/15 20/21 21/11 21/12 25/3 25/8 25/22 25/24 26/3 26/3 26/22 28/6 28/14 30/18 34/3 34/7 35/11 38/9 39/15 40/4 40/15 41/1 44/11 45/24 51/17 72/15	79/3 80/2 88/1 88/2 100/22 107/3 109/19 117/9 119/4 119/4 119/5 119/19 120/17 120/19 120/25 122/5 122/19 123/7 123/17 124/18 124/20 124/24 126/6 126/14 126/20 127/18 128/17 129/18 130/2 130/3 130/5 130/13 130/14 131/6 131/8 132/3 132/8 132/9 132/14 132/25 133/13 134/6 134/20 137/3 161/17 166/11 166/13 166/13 <b>theirs [1]</b> 132/11 <b>them [102]</b> 3/14 4/15 4/19 5/18 5/21 5/22 8/24 12/7 13/11 13/20 14/25 15/17 16/19 19/6 20/13 21/22 27/6 28/7 33/3 33/21 34/6 37/25 38/1 38/1 38/11 38/13 39/11 39/16 40/13 40/16 41/7 42/9 44/19 51/6 52/17 52/20 52/20 53/6 55/20 61/3 61/20 61/20 62/21 64/11 65/13 67/1 69/25 72/16 75/7 76/23 77/23 79/2 84/23 88/2 95/19 103/22 104/8 104/19 112/13 114/20 115/20 116/15 117/6 117/7 117/11 118/4 119/20 125/6 125/14 126/9 126/19 127/18 128/16 129/9 129/16 130/2 132/22 134/8 134/8 137/25 138/1 138/15 140/22 143/12 143/14 145/19 151/23 151/24 158/9 161/22 163/11 164/17 166/20 166/22 167/16 167/18 168/13 173/11 174/25 175/1 175/3 177/5 <b>theme [3]</b> 17/19 127/11 132/12 <b>themes [1]</b> 159/15 <b>themselves [9]</b> 8/2 18/2 22/9 41/20 95/22 96/1 104/7 104/17 116/10 <b>then [99]</b> 2/2 2/2 7/2 9/22 12/12 13/24 15/15 16/10 16/12 21/9 21/11 24/7 27/10 29/14 31/2 32/5 32/25 33/2 33/16 34/8 34/11 37/18 45/17 55/7 56/9 69/6 69/22 71/11 74/19 75/15 75/17 78/9 82/24 83/14
<b>T</b>	<b>taints [1]</b> 86/3 <b>take [32]</b> 14/10 18/18 19/21 21/21 24/17 39/4 43/14 48/18 52/19 53/4 61/3 63/22 64/1 67/1 67/24 67/25 69/22 85/14 86/14 92/10 95/7 103/5 103/17 103/18 105/22 107/22 115/14 131/14 142/3 142/8 153/9 175/14 <b>taken [29]</b> 10/2 18/1 45/21 52/2 59/2 59/3 60/3 61/11 67/1 69/4 69/6 69/7 78/20 79/9 85/24 85/25 86/10 87/17 95/1 104/22 104/25 105/4 109/11			

<p><b>T</b></p> <p><b>then... [65]</b> 83/22 84/1 84/5 86/19 87/5 88/2 88/14 89/5 90/8 90/19 90/20 91/19 103/11 104/16 105/4 107/2 107/3 107/10 107/19 107/24 108/20 110/8 112/18 112/19 113/4 113/19 113/21 113/22 114/17 115/24 115/25 118/20 121/7 122/21 125/12 128/3 128/4 130/23 131/18 132/13 142/23 147/15 157/12 161/6 161/23 161/25 163/21 163/24 164/5 164/10 165/6 165/20 165/25 166/4 168/16 169/7 169/7 170/19 170/19 170/20 170/23 170/24 173/6 173/10 175/22</p> <p><b>therapies [3]</b> 157/15 157/17 164/14</p> <p><b>therapist [2]</b> 152/19 153/7</p> <p><b>therapy [5]</b> 76/9 128/14 153/5 157/15 160/11</p> <p><b>there [190]</b></p> <p><b>there' [1]</b> 31/14</p> <p><b>there'd [1]</b> 161/24</p> <p><b>there's [28]</b> 2/24 10/8 15/12 15/14 24/16 31/4 33/12 33/13 33/20 35/13 39/14 42/4 45/14 57/20 76/3 81/9 96/2 96/14 97/3 97/8 103/24 104/9 133/25 134/10 146/19 169/22 172/16 176/16</p> <p><b>thereafter [1]</b> 117/22</p> <p><b>therefore [4]</b> 87/24 88/16 127/17 155/16</p> <p><b>therein [1]</b> 39/18</p> <p><b>these [24]</b> 23/18 25/6 38/3 42/12 44/6 72/2 77/17 79/7 103/2 120/14 124/23 144/19 156/20 158/10 158/24 159/18 159/23 159/25 171/14 173/12 176/17 176/24 176/25 177/2</p> <p><b>they [277]</b></p> <p><b>they'd [15]</b> 15/8 28/6 51/16 64/15 68/10 69/7 109/18 109/21 110/7 110/14 113/25 114/14 169/8 170/2 173/3</p> <p><b>they're [14]</b> 33/21 35/23 65/11 97/19 112/20 112/20 112/20 124/6 129/25 130/1</p>	<p>130/5 130/5 176/15 176/22</p> <p><b>they've [4]</b> 96/1 112/21 159/25 172/10</p> <p><b>thing [26]</b> 18/25 19/21 19/22 22/19 26/25 28/2 35/13 44/4 68/14 74/13 77/8 85/13 93/1 104/8 117/1 118/14 118/15 122/9 125/2 142/21 151/5 151/7 162/1 164/19 167/5 175/2</p> <p><b>things [77]</b> 12/15 14/11 14/18 15/25 18/19 19/7 22/5 23/16 23/19 26/22 27/19 29/12 30/2 30/3 34/5 35/17 35/18 38/15 41/4 41/10 42/6 42/12 48/10 52/8 52/18 52/19 58/23 61/3 64/14 66/22 66/22 67/19 70/12 73/1 73/5 73/17 76/19 76/22 78/6 78/7 79/7 85/18 85/19 85/21 89/2 91/8 91/19 93/21 94/14 94/15 94/23 94/25 95/6 95/7 95/17 97/9 98/17 99/1 120/10 120/14 123/23 125/24 141/12 153/25 154/3 159/15 159/18 159/20 159/23 159/25 160/21 161/17 168/4 170/2 175/16 176/24 176/25</p> <p><b>things off [1]</b> 85/21</p> <p><b>think [92]</b> 3/18 3/23 4/4 4/11 8/20 10/9 16/3 18/24 19/23 25/10 25/17 26/7 29/2 29/12 30/22 32/13 32/16 32/21 34/9 34/13 35/7 35/7 35/20 35/25 36/21 36/21 38/16 39/14 40/10 41/4 42/21 50/10 54/1 56/4 56/17 58/20 59/1 59/1 60/3 62/10 63/3 63/5 63/11 65/1 65/16 68/13 70/4 70/25 71/1 78/6 80/9 97/9 98/1 98/19 105/9 107/4 111/7 115/2 120/9 120/13 122/9 125/18 126/8 129/3 130/5 135/18 138/10 138/21 141/20 146/22 149/16 150/2 152/15 152/15 153/25 153/25 154/13 155/14 155/17 159/13 161/24 164/4 165/6 167/19 167/21 169/24 171/12 174/18 174/18 174/21 175/1 176/21</p>	<p><b>thinking [6]</b> 37/19 118/7 119/19 119/20 122/24 130/3</p> <p><b>third [1]</b> 55/24</p> <p><b>this [125]</b> 6/14 7/21 8/4 8/9 8/12 9/6 11/19 11/21 12/10 12/25 13/1 14/14 15/3 15/21 19/24 20/21 23/11 23/25 23/25 25/12 25/25 31/10 35/8 35/15 35/19 39/24 42/21 43/8 44/7 45/15 45/21 50/7 52/24 53/16 54/22 56/2 63/3 66/1 67/21 69/10 74/3 78/9 79/10 79/18 80/1 80/17 84/19 88/1 89/9 89/22 92/17 95/1 100/3 101/20 102/3 102/23 103/23 106/22 108/1 108/2 108/19 108/21 109/8 109/16 111/16 111/22 112/2 112/4 112/5 113/20 113/22 114/23 115/16 116/24 118/17 121/2 121/14 121/16 123/2 123/7 123/17 123/20 124/23 125/7 127/18 128/19 129/17 130/6 131/6 132/11 133/10 133/11 134/18 136/16 144/16 148/7 148/23 149/16 149/25 151/25 152/2 155/17 156/18 157/17 158/5 158/15 159/13 159/16 160/1 161/8 166/5 166/8 168/7 168/23 169/1 169/2 171/7 172/10 172/11 175/14 175/22 177/17 177/20 178/6 178/7</p> <p><b>thorough [1]</b> 137/6</p> <p><b>those [73]</b> 7/12 9/7 9/16 10/25 12/15 14/11 14/18 14/20 18/19 19/7 19/23 20/10 21/13 21/15 22/4 23/23 23/23 27/19 27/22 29/6 29/12 30/2 30/3 30/12 32/21 34/5 34/12 35/17 35/18 35/23 36/10 36/18 37/9 38/24 48/10 49/1 49/8 52/11 62/25 67/5 74/23 79/11 79/19 82/15 90/10 91/9 96/13 103/6 105/24 108/7 119/16 119/18 124/11 125/24 128/3 129/5 131/7 131/22 132/20 134/19 135/7 135/9 144/1 144/22</p>	<p>151/2 153/4 153/21 153/23 160/5 161/22 172/5 175/2 176/18</p> <p><b>though [8]</b> 30/24 59/13 66/1 104/22 121/15 123/12 134/19 174/20</p> <p><b>thought [17]</b> 5/14 11/16 12/12 23/11 24/9 30/19 35/1 53/1 56/2 57/18 72/20 98/13 104/13 109/20 121/12 141/13 145/12</p> <p><b>thought: [1]</b> 90/13</p> <p><b>thoughts [1]</b> 77/1</p> <p><b>three [14]</b> 22/1 54/6 54/18 58/4 71/13 71/16 77/12 84/12 87/15 90/18 117/12 120/1 157/11 173/11</p> <p><b>three days [2]</b> 54/6 87/15</p> <p><b>three weeks [3]</b> 71/13 71/16 77/12</p> <p><b>three years [2]</b> 157/11 173/11</p> <p><b>threw [1]</b> 113/14</p> <p><b>through [45]</b> 10/21 12/2 18/7 18/8 23/11 29/8 50/11 55/14 57/16 58/11 61/14 68/2 68/3 69/4 77/4 84/23 91/9 93/13 95/15 103/6 110/3 116/6 116/7 118/16 119/17 121/2 122/14 122/18 127/19 128/13 128/22 128/25 129/3 133/22 137/13 137/20 137/21 142/3 142/4 151/6 154/6 154/14 154/14 167/9 167/9</p> <p><b>throughout [6]</b> 3/4 3/6 100/18 136/2 152/5 154/10</p> <p><b>thrust [2]</b> 12/9 18/17</p> <p><b>Thursday [3]</b> 55/25 90/17 90/19</p> <p><b>ticking [2]</b> 12/5 33/2</p> <p><b>tie [2]</b> 125/15 173/23</p> <p><b>time [123]</b> 4/15 13/4 13/10 13/11 13/16 14/6 14/11 14/17 15/16 16/6 17/1 17/7 23/3 24/3 24/4 24/16 25/15 27/3 29/10 33/2 34/7 37/9 38/12 40/9 45/13 47/17 49/10 49/23 50/9 52/7 52/11 53/3 54/8 54/20 60/17 60/21 62/5 62/8 63/11 63/22 66/23 66/24 67/1 68/3 68/15 70/5 70/6 73/15 73/21 79/2 84/8 84/14 85/7 86/8 86/11 87/10 89/22</p>	<p>90/1 92/1 94/3 95/3 96/20 101/12 101/15 102/15 103/5 103/8 104/11 105/8 109/8 110/12 110/23 114/9 114/10 115/2 119/6 120/4 122/16 123/11 123/13 125/14 125/24 126/2 127/19 133/1 135/11 138/6 138/8 139/9 140/4 140/8 140/20 140/24 141/6 141/19 141/20 142/16 144/16 145/8 145/14 145/16 145/19 146/6 149/14 149/15 149/19 152/18 152/25 153/6 153/8 155/19 157/8 158/16 158/19 159/9 161/15 164/16 165/11 166/25 172/20 174/8 177/22 178/7</p> <p><b>timeline [1]</b> 137/9</p> <p><b>times [11]</b> 20/10 21/15 45/16 58/4 66/25 84/12 106/2 114/12 117/12 157/22 160/25</p> <p><b>today [23]</b> 1/4 1/15 1/17 9/19 41/24 44/7 46/16 47/3 55/18 60/2 65/15 76/12 81/3 96/23 97/3 100/9 134/9 138/2 139/24 159/20 162/6 168/16 177/11</p> <p><b>together [18]</b> 47/10 47/14 48/2 51/6 52/18 54/22 56/16 56/23 57/1 82/14 85/7 86/13 109/14 109/19 109/21 148/3 149/3 169/14</p> <p><b>toilet [2]</b> 58/1 58/2</p> <p><b>told [73]</b> 5/12 8/10 10/4 10/5 11/16 18/17 25/21 27/6 28/12 28/13 28/25 32/6 33/4 37/16 49/23 52/6 61/19 61/20 62/23 68/24 71/17 75/16 83/5 84/13 84/15 85/3 86/6 86/7 86/12 87/5 87/12 89/16 89/18 102/11 104/20 105/20 106/17 106/24 107/22 109/15 110/2 110/15 112/19 116/16 123/4 123/6 123/15 124/9 129/18 130/10 131/4 141/3 141/8 142/1 142/8 146/13 146/15 147/7 147/18 147/24 148/2 149/10 149/21 165/6 165/25 166/4 169/6 170/16 170/17 170/21 170/24 173/13</p>
---	--	--	--	--

<p><b>T</b></p> <p><b>told... [1]</b> 175/11</p> <p><b>toll [1]</b> 4/8</p> <p><b>tomorrow [3]</b> 177/14 178/8 178/11</p> <p><b>too [14]</b> 9/2 38/20 62/12 74/17 80/25 119/18 119/18 138/7 143/14 143/21 150/1 157/21 161/23 175/15</p> <p><b>took [16]</b> 56/19 66/24 69/23 83/19 88/6 90/12 115/2 132/21 132/23 135/16 143/6 153/10 156/6 163/21 167/14 173/11</p> <p><b>top [3]</b> 124/15 160/21 172/17</p> <p><b>topic [7]</b> 3/10 7/21 17/22 24/25 31/10 36/3 125/7</p> <p><b>topics [1]</b> 1/13</p> <p><b>totally [5]</b> 19/3 19/6 25/10 90/5 161/14</p> <p><b>touch [17]</b> 1/15 3/5 5/18 11/9 29/20 53/6 65/24 69/21 74/17 78/20 78/23 104/24 115/25 131/20 145/17 155/1 173/1</p> <p><b>touched [4]</b> 55/7 93/4 101/25 117/1</p> <p><b>tough [1]</b> 157/22</p> <p><b>towards [4]</b> 15/23 25/19 94/13 132/16</p> <p><b>town [1]</b> 27/12</p> <p><b>toxic [1]</b> 15/20</p> <p><b>tragic [1]</b> 80/5</p> <p><b>tragically [2]</b> 79/19 82/10</p> <p><b>train [1]</b> 39/18</p> <p><b>trained [1]</b> 39/17</p> <p><b>training [1]</b> 126/25</p> <p><b>translate [1]</b> 117/12</p> <p><b>translating [1]</b> 117/7</p> <p><b>transmitted [1]</b> 149/14</p> <p><b>transparency [1]</b> 159/6</p> <p><b>transpired [1]</b> 11/25</p> <p><b>trauma [9]</b> 20/14 33/11 34/8 76/6 123/2 128/8 132/15 134/25 157/25</p> <p><b>traumatic [5]</b> 18/23 32/20 73/24 123/11 127/19</p> <p><b>traumatised [2]</b> 102/16 147/17</p> <p><b>travel [3]</b> 31/2 53/23 114/8</p> <p><b>travelled [1]</b> 53/23</p> <p><b>tray [1]</b> 143/16</p> <p><b>treated [10]</b> 15/17 15/19 15/20 56/20</p>	<p>109/1 126/17 136/23 176/4 176/12 176/14</p> <p><b>treatment [14]</b> 75/21 86/11 102/20 109/7 111/11 111/19 112/4 113/1 114/2 118/2 168/20 168/21 173/3 174/20</p> <p><b>treatments [1]</b> 156/19</p> <p><b>trees [1]</b> 153/18</p> <p><b>tremendous [1]</b> 130/18</p> <p><b>triangle [1]</b> 169/21</p> <p><b>tried [4]</b> 64/17 104/17 115/7 140/22</p> <p><b>triggered [1]</b> 123/7</p> <p><b>trotting [1]</b> 23/14</p> <p><b>trouble [1]</b> 33/7</p> <p><b>true [8]</b> 46/24 81/25 100/5 139/20 155/17 158/5 159/17 163/2</p> <p><b>truly [1]</b> 19/11</p> <p><b>trust [2]</b> 17/7 159/18</p> <p><b>trusts [2]</b> 113/24 122/1</p> <p><b>truth [1]</b> 122/23</p> <p><b>try [13]</b> 6/9 11/18 19/9 19/13 67/25 76/25 89/8 117/19 132/13 138/1 167/1 168/3 174/11</p> <p><b>trying [24]</b> 2/19 4/2 8/23 13/10 13/18 13/23 14/13 19/18 22/6 26/7 37/12 37/14 39/15 42/2 67/8 67/13 69/25 117/12 130/4 131/13 133/7 164/16 173/16 174/13</p> <p><b>Tuesday [4]</b> 55/16 57/25 87/3 107/4</p> <p><b>tuned [1]</b> 31/17</p> <p><b>turmoil [2]</b> 34/2 72/21</p> <p><b>turn [10]</b> 7/20 77/14 85/22 85/25 90/8 90/14 101/21 115/24 118/18 135/20</p> <p><b>turned [5]</b> 30/9 69/3 69/11 89/20 147/11</p> <p><b>Turning [2]</b> 39/22 84/1</p> <p><b>TV [1]</b> 72/18</p> <p><b>Twenty [1]</b> 72/7</p> <p><b>twice [1]</b> 121/11</p> <p><b>twin [1]</b> 78/17</p> <p><b>two [36]</b> 10/6 12/6 14/6 18/4 19/5 22/5 33/4 34/10 41/4 47/25 54/5 54/18 61/1 66/20 67/5 86/13 86/19 87/15 88/5 88/6 106/2 107/16 116/4 116/5 117/12 128/21 129/6 131/1 136/17 143/11</p>	<p>143/17 164/1 169/4 176/22 177/1 178/1</p> <p><b>two days [1]</b> 116/5</p> <p><b>two hours [1]</b> 10/6</p> <p><b>two paragraphs [1]</b> 128/21</p> <p><b>two years [1]</b> 34/10</p> <p><b>two-minute [2]</b> 88/5 88/6</p> <p><b>type [2]</b> 48/16 127/1</p> <p><b>types [1]</b> 154/16</p> <p><b>typical [1]</b> 83/5</p> <p><b>U</b></p> <p><b>UK [8]</b> 1/24 2/24 98/5 100/10 100/13 103/16 140/21 154/8</p> <p><b>UK Government [1]</b> 2/24</p> <p><b>ultimate [1]</b> 137/15</p> <p><b>ultimately [5]</b> 66/13 71/2 71/2 76/18 167/8</p> <p><b>unable [7]</b> 26/1 34/15 35/3 85/2 119/9 145/23 151/22</p> <p><b>unanswered [1]</b> 173/16</p> <p><b>unaware [1]</b> 168/19</p> <p><b>unbearable [1]</b> 22/13</p> <p><b>unclear [1]</b> 7/14</p> <p><b>uncomfortable [1]</b> 34/19</p> <p><b>unconscious [2]</b> 146/24 147/4</p> <p><b>under [9]</b> 24/4 58/25 63/1 66/24 94/17 125/3 134/13 165/13 177/13</p> <p><b>underestimate [1]</b> 5/16</p> <p><b>undergoing [1]</b> 50/2</p> <p><b>underlining [1]</b> 125/17</p> <p><b>underlying [2]</b> 16/13 79/21</p> <p><b>underneath [5]</b> 19/1 160/21 160/22 160/23 161/5</p> <p><b>understand [20]</b> 1/20 27/14 42/11 43/17 49/7 65/15 95/14 95/15 95/24 105/13 112/12 133/12 149/10 154/15 159/7 161/14 166/9 170/6 175/3 176/23</p> <p><b>understand it [1]</b> 42/11</p> <p><b>understandable [1]</b> 4/8</p> <p><b>understanding [4]</b> 7/11 7/15 11/4 36/24</p> <p><b>understood [9]</b> 4/19 16/24 27/24 37/21 144/16 148/6 149/13 174/25 175/1</p>	<p><b>undertaker [1]</b> 171/15</p> <p><b>undertakers [5]</b> 25/5 25/11 27/5 126/18 170/23</p> <p><b>unhappy [1]</b> 72/23</p> <p><b>unique [2]</b> 39/10 115/17</p> <p><b>unit [12]</b> 84/4 84/5 165/24 166/4 167/15 167/24 168/10 169/5 171/4 176/5 176/13 176/21</p> <p><b>united [1]</b> 102/2</p> <p><b>units [1]</b> 176/14</p> <p><b>unknown [1]</b> 122/12</p> <p><b>unless [3]</b> 43/10 43/11 96/14</p> <p><b>unmarried [1]</b> 130/21</p> <p><b>unmeasurable [1]</b> 137/13</p> <p><b>unprepared [2]</b> 25/4 25/11</p> <p><b>unresolved [1]</b> 124/24</p> <p><b>unsaid [1]</b> 14/10</p> <p><b>unsure [1]</b> 7/24</p> <p><b>until [10]</b> 10/10 84/20 86/15 121/7 124/5 163/24 165/3 165/5 168/6 178/13</p> <p><b>untruths [1]</b> 134/11</p> <p><b>unwell [8]</b> 7/2 8/9 14/14 63/8 63/9 83/4 150/1 157/23</p> <p><b>up [73]</b> 4/17 26/11 30/10 33/12 35/17 38/6 39/15 44/19 55/10 56/15 57/3 57/12 58/1 58/2 58/7 60/7 64/15 66/10 70/22 74/14 81/9 83/13 83/14 84/14 84/17 85/6 85/10 85/13 85/19 85/20 86/5 87/19 89/7 90/11 90/16 90/20 93/15 93/22 94/12 95/4 96/4 97/25 107/18 110/18 111/20 114/18 115/24 116/3 121/10 121/18 122/7 128/4 129/6 134/8 137/3 138/1 142/14 142/17 142/23 146/4 153/14 157/5 158/7 158/8 159/15 160/8 161/7 162/9 163/24 166/24 173/7 173/23 175/13</p> <p><b>update [7]</b> 84/13 105/9 105/19 109/24 145/18 168/15 168/17</p> <p><b>updates [5]</b> 110/13 145/15 145/15 167/23 167/25</p> <p><b>upheld [1]</b> 137/9</p>	<p><b>upon [8]</b> 1/15 18/20 55/7 90/12 117/1 118/20 135/23 155/1</p> <p><b>upset [1]</b> 37/8</p> <p><b>upsetting [2]</b> 25/25 134/9</p> <p><b>upstairs [1]</b> 83/9</p> <p><b>urgent [1]</b> 135/8</p> <p><b>us [104]</b> 2/24 3/11 3/20 5/20 6/15 8/20 11/6 11/7 11/7 14/19 14/19 16/1 16/3 17/18 17/25 18/23 18/24 19/4 19/19 19/20 19/21 20/5 22/5 22/24 23/2 23/16 24/13 25/21 27/9 28/13 30/6 30/14 32/6 36/4 38/15 41/12 42/5 42/17 43/3 43/10 43/12 44/4 44/14 44/16 44/18 45/1 45/16 47/13 51/13 52/12 53/20 56/13 59/24 65/7 69/11 69/19 69/25 73/14 78/13 79/9 81/4 84/25 93/12 97/1 99/20 99/22 111/12 114/17 117/19 118/19 122/9 122/13 123/4 123/6 123/15 126/12 127/24 130/10 131/4 132/1 132/15 134/12 135/4 137/12 139/11 139/24 140/7 143/2 144/18 144/21 148/9 149/15 151/8 154/10 158/18 160/25 161/2 161/6 161/8 162/11 162/15 163/6 167/21 174/2</p> <p><b>use [7]</b> 7/4 7/7 7/9 30/15 35/12 35/15 51/21</p> <p><b>used [10]</b> 9/2 22/20 33/19 66/3 66/9 77/19 95/7 117/10 117/11 129/14</p> <p><b>useful [3]</b> 153/12 154/5 156/19</p> <p><b>user [2]</b> 169/23 177/2</p> <p><b>users [3]</b> 166/12 166/13 177/3</p> <p><b>usher [1]</b> 69/25</p> <p><b>ushered [1]</b> 111/22</p> <p><b>using [7]</b> 6/25 7/6 35/24 37/3 42/3 88/19 93/19</p> <p><b>usual [1]</b> 104/18</p> <p><b>usually [1]</b> 123/24</p> <p><b>utility [3]</b> 36/9 39/9 40/25</p> <p><b>utter [1]</b> 11/11</p> <p><b>V</b></p> <p><b>vaccination [1]</b></p>
---	---	---	--	--

<b>V</b>	151/4 151/4 151/4 151/9 151/9 152/4 152/12 152/16 152/16 153/12 154/19 155/9 155/9 156/6 158/15 160/3 160/18 162/4 163/15 167/20 177/8 177/9 177/19 178/1 178/2 178/5	<b>walked [1]</b> 143/5 <b>walker [1]</b> 81/17 <b>walking [2]</b> 70/11 156/1 <b>want [35]</b> 10/9 16/4 16/5 27/1 31/14 38/14 44/10 45/25 53/11 55/10 57/8 57/21 58/9 59/2 59/3 64/1 68/1 68/13 70/13 71/3 95/5 96/14 96/24 97/24 98/10 107/15 116/3 118/22 125/13 125/14 146/23 156/11 160/24 163/14 177/12 <b>wanted [26]</b> 4/9 8/10 10/17 14/9 19/13 21/22 27/16 37/23 39/11 43/21 43/24 70/9 72/16 77/19 92/8 112/1 113/13 113/17 126/6 126/10 134/8 137/19 141/6 168/24 169/2 171/25 <b>wanting [5]</b> 6/20 6/21 65/18 84/10 103/19 <b>ward [12]</b> 12/3 12/6 84/6 84/20 84/23 86/20 87/22 105/7 107/21 109/11 145/5 170/17 <b>warm [2]</b> 23/15 140/13 <b>warmer [1]</b> 114/16 <b>was [753]</b> <b>was -- I [1]</b> 72/14 <b>was going [1]</b> 53/2 <b>was told [1]</b> 33/4 <b>wash [1]</b> 140/25 <b>washing [6]</b> 48/8 51/19 53/5 53/7 85/14 148/21 <b>wasn't [47]</b> 23/8 25/16 30/8 37/5 47/16 48/15 54/7 55/21 56/21 57/5 58/5 59/8 64/20 64/25 66/23 69/21 84/16 84/20 86/13 86/15 86/21 109/15 117/3 117/7 117/10 119/20 122/11 123/25 124/9 127/20 131/23 133/7 141/10 145/1 146/1 148/22 149/5 149/15 155/17 169/1 169/3 170/7 172/9 172/13 172/14 172/15 176/25 <b>waste [2]</b> 15/19 15/20 <b>watch [2]</b> 31/2 104/6 <b>watched [1]</b> 31/22 <b>watching [2]</b> 31/7 32/3 <b>water [4]</b> 10/3 64/1 89/8 160/23	<b>Waterton [10]</b> 1/5 1/7 1/9 1/11 3/5 11/20 37/17 43/16 45/5 179/3 <b>Waterton's [1]</b> 79/17 <b>wave [2]</b> 12/13 51/9 <b>waxed [1]</b> 41/23 <b>way [32]</b> 5/7 12/23 14/2 16/1 17/9 17/12 19/3 19/17 20/15 42/9 57/20 60/24 69/1 69/10 72/25 74/3 91/14 96/8 98/8 103/1 106/10 106/10 110/17 124/22 126/6 126/17 136/23 148/7 154/1 159/17 167/2 175/14 <b>ways [2]</b> 95/12 126/15 <b>we [331]</b> <b>we couldn't [1]</b> 149/10 <b>we wanted [1]</b> 77/19 <b>we'd [10]</b> 20/25 47/14 68/8 74/16 85/7 94/12 103/20 106/15 107/13 111/16 <b>we'll [5]</b> 99/3 103/15 111/2 118/20 137/25 <b>we're [8]</b> 1/4 98/9 98/9 103/24 112/8 112/15 158/15 162/10 <b>we've [26]</b> 9/4 15/18 17/3 19/23 33/9 33/10 35/20 38/21 40/12 40/25 42/23 44/2 44/2 44/5 44/6 44/12 61/18 89/1 89/3 92/17 92/22 112/15 114/5 118/15 129/14 137/11 <b>weak [1]</b> 146/3 <b>wear [6]</b> 12/10 75/12 75/12 75/13 174/9 175/10 <b>wearing [7]</b> 10/24 38/14 88/11 121/2 125/15 159/23 175/12 <b>Wednesday [3]</b> 1/1 90/12 90/17 <b>wee [1]</b> 44/10 <b>week [12]</b> 15/3 19/24 23/19 26/10 32/22 84/4 95/2 112/8 141/2 141/11 144/23 145/12 <b>weekend [5]</b> 25/14 104/25 111/21 112/5 112/8 <b>weeks [13]</b> 26/12 40/23 54/18 66/20 67/5 71/13 71/16 77/12 78/24 121/13 129/6 145/21 146/11 <b>weighed [1]</b> 85/12 <b>weird [1]</b> 142/21 <b>welcomed [1]</b> 32/11 <b>well [79]</b> 6/16 11/6	16/11 16/16 16/19 21/7 26/6 30/7 35/14 35/15 37/15 42/4 45/21 45/23 48/20 48/24 50/19 52/3 54/2 54/19 54/20 60/7 61/17 61/24 62/12 63/6 67/19 67/20 69/13 70/21 75/1 76/16 79/18 79/20 85/3 87/11 90/18 91/17 92/20 98/12 98/18 99/3 104/9 106/19 107/22 110/15 111/2 112/3 112/13 117/11 118/18 122/1 122/4 123/22 130/2 134/1 138/11 138/14 138/16 138/22 139/6 149/1 152/13 155/13 156/22 157/24 159/17 162/20 163/13 163/24 167/22 171/10 171/17 172/9 174/13 174/14 175/4 177/3 178/5 <b>wellbeing [3]</b> 4/9 93/6 167/4 <b>went [42]</b> 4/24 10/1 21/7 26/8 27/13 49/12 53/9 54/4 54/20 55/22 56/22 56/23 57/16 57/23 58/2 58/6 58/7 58/11 60/4 62/9 69/3 69/9 70/22 87/9 90/20 93/13 95/15 96/19 111/20 116/6 116/7 120/24 122/14 126/7 143/19 153/21 154/14 164/10 164/20 165/17 173/10 173/12 <b>were [331]</b> <b>weren't [37]</b> 10/25 14/17 20/6 20/8 21/23 23/6 24/7 27/17 29/21 52/9 52/12 70/19 71/6 73/14 85/19 89/2 90/24 90/24 91/8 92/5 92/10 104/20 105/18 106/17 113/1 113/2 120/10 125/23 133/13 142/19 146/21 150/9 152/19 166/12 166/16 169/9 173/14 <b>what [133]</b> 2/20 4/24 5/3 5/7 7/15 11/5 15/25 16/21 20/18 24/10 25/13 25/17 28/3 28/11 29/5 29/22 30/13 32/8 32/20 36/17 41/21 42/17 45/11 48/6 48/14 49/7 50/10 50/12 51/13 51/23 52/1 52/10 52/14 53/20 56/6 57/4 58/12 59/4 60/13 61/9 62/7 62/19 64/6 65/4
----------	---	---	--	---

<b>W</b>	93/22 93/25 98/4 102/19 102/19 106/18 109/22 111/20 112/7 112/19 112/22 114/4 114/17 115/22 116/2 116/15 118/4 120/11 123/11 126/2 127/12 127/14 127/19 130/11 130/24 133/4 133/20 133/21 134/4 142/25 143/3 144/1 147/18 147/21 163/20 163/22 164/11 164/20 164/20 168/5 170/23 171/12 171/14 173/10 174/9 174/19 175/10 176/16	<b>who</b> [75] 4/9 4/14 4/21 9/6 14/21 15/24 18/3 18/5 20/4 21/18 28/16 28/18 30/10 30/25 31/1 31/13 31/17 31/21 32/18 33/13 34/3 34/18 34/22 43/4 44/5 45/20 45/21 53/16 63/17 79/3 79/19 82/10 83/6 93/18 95/21 97/6 106/12 112/10 114/25 123/23 125/2 125/5 127/17 129/20 129/23 131/7 131/22 132/15 134/4 134/4 134/18 140/14 143/2 144/22 145/17 150/12 151/5 154/14 154/21 155/18 155/18 158/5 159/8 159/14 161/23 161/24 163/7 163/9 164/15 167/19 169/25 171/25 171/25 175/3 178/6	146/21 <b>window</b> [3] 4/16 10/21 121/2 <b>wish</b> [2] 12/16 46/1 <b>wished</b> [1] 37/25 <b>wishes</b> [2] 26/3 124/20 <b>within</b> [20] 3/17 8/24 8/25 10/5 18/5 21/5 28/19 42/18 46/23 49/1 54/18 56/10 119/23 124/4 127/11 132/14 157/25 170/17 170/18 176/13 <b>without</b> [8] 13/2 17/20 44/16 65/22 78/20 95/25 116/14 120/21 <b>witness</b> [42] 46/11 46/12 47/12 51/12 60/25 66/6 80/16 80/17 80/21 81/7 81/11 82/9 91/6 91/15 99/17 100/1 100/12 101/1 101/5 101/14 101/21 113/10 116/12 118/19 132/1 135/5 135/21 139/3 139/15 141/1 144/7 144/10 147/14 148/15 152/8 162/6 162/21 171/20 175/8 177/9 177/9 177/19 <b>witnesses</b> [4] 137/23 160/20 169/12 176/9 <b>wives</b> [2] 4/1 11/1 <b>woke</b> [1] 89/7 <b>woman</b> [2] 75/10 104/4 <b>won't</b> [5] 41/24 43/12 161/19 167/5 168/16 <b>wonder</b> [3] 128/2 160/23 174/21 <b>wonderful</b> [5] 43/25 44/13 64/2 67/19 164/19 <b>wondering</b> [1] 110/15 <b>wooden</b> [1] 149/2 <b>word</b> [2] 11/11 95/25 <b>words</b> [14] 5/13 6/10 14/2 37/9 66/3 76/16 78/12 86/13 88/18 89/5 89/10 101/13 103/2 171/18 <b>wore</b> [2] 7/6 116/14 <b>work</b> [30] 2/17 21/1 33/22 37/18 43/14 43/15 48/12 49/12 49/24 50/1 50/25 53/9 54/21 69/2 82/22 83/4 83/6 83/7 93/15 94/2 94/4 95/2 96/19 112/24 129/8 141/3 141/11 152/24 153/5 153/10	<b>worked</b> [6] 38/9 48/7 69/2 101/10 150/12 153/12 <b>worker</b> [3] 48/4 49/13 175/13 <b>workers</b> [2] 3/25 149/13 <b>working</b> [21] 2/25 38/10 43/4 54/3 54/10 54/24 89/17 93/17 94/13 96/20 140/7 152/11 152/18 152/19 152/25 152/25 153/4 153/5 153/7 169/14 175/24 <b>workplace</b> [1] 93/15 <b>workshops</b> [1] 39/7 <b>world</b> [6] 6/14 11/8 27/3 71/12 103/15 104/7 <b>worried</b> [6] 22/2 22/3 22/4 30/4 39/2 52/25 <b>worries</b> [4] 30/12 158/15 160/1 160/2 <b>worry</b> [7] 37/18 76/24 81/13 81/15 81/18 81/18 112/22 <b>worrying</b> [2] 41/12 41/12 <b>worse</b> [6] 20/22 62/13 63/10 85/25 112/6 168/12 <b>worsen</b> [2] 142/11 146/13 <b>worst</b> [4] 5/11 24/11 24/17 102/15 <b>worth</b> [1] 97/22 <b>would</b> [132] 5/12 5/14 8/11 9/20 11/13 12/4 12/16 13/21 14/16 16/21 17/10 20/9 20/24 20/24 21/16 21/17 23/9 26/23 27/1 33/6 33/6 34/6 34/21 36/17 38/2 39/17 41/4 41/7 43/18 43/19 48/7 49/19 51/3 51/3 51/15 54/6 56/18 61/20 61/21 64/17 68/5 71/19 71/21 73/21 76/6 77/21 77/22 78/7 78/9 80/1 80/16 83/8 84/12 85/8 86/14 86/17 86/25 87/14 89/19 89/22 89/22 91/2 91/9 91/16 91/23 92/8 92/18 93/12 94/5 94/6 95/12 105/13 105/20 106/4 106/21 111/10 111/15 111/18 112/6 113/13 115/18 115/19 121/25 125/22 126/6 126/10 136/14 136/15 136/16 137/4 137/5 137/6 137/16 138/20 140/25
<b>what...</b> [89] 67/13 67/25 68/16 70/3 71/1 71/14 77/4 78/5 79/9 84/1 84/13 86/9 86/10 87/8 88/11 90/13 94/7 94/19 94/20 95/12 95/14 98/6 103/13 103/25 104/13 104/15 104/18 106/13 107/20 112/5 112/10 112/13 112/13 113/11 113/20 113/24 114/14 116/24 117/1 117/12 117/22 118/7 119/19 122/11 122/16 124/3 125/4 125/21 127/8 127/24 128/4 130/1 130/2 132/13 133/3 133/11 133/11 133/12 134/4 135/4 137/20 142/13 143/2 144/18 145/9 149/20 152/2 152/12 153/6 153/19 154/14 154/21 154/23 155/23 159/2 159/8 160/23 162/1 164/21 165/19 167/10 168/3 169/2 169/24 170/4 170/16 172/4 172/11 173/14 <b>what's</b> [9] 2/23 7/11 15/14 37/19 39/16 56/3 132/11 137/12 158/7 <b>whatever</b> [16] 18/18 27/17 30/11 35/24 41/15 48/9 49/25 51/19 52/21 54/16 61/14 64/16 67/21 68/9 85/15 118/21 <b>WhatsApp</b> [1] 144/5 <b>whatsoever</b> [5] 9/13 50/21 52/23 67/23 168/18 <b>wheeled</b> [3] 61/5 61/6 109/18 <b>when</b> [111] 5/9 9/15 9/25 10/7 11/10 12/10 14/21 16/6 16/15 22/20 23/6 23/24 24/15 24/16 26/12 26/19 26/21 29/10 34/9 35/9 35/10 37/6 42/8 43/1 43/9 44/18 45/8 47/8 47/21 49/23 50/18 55/21 57/9 58/3 58/7 58/23 59/10 59/21 60/3 60/13 61/10 61/20 61/21 65/1 68/17 69/9 71/11 73/11 77/20 80/8 82/13 83/4 83/10 83/12 83/20 84/15 86/24 87/7 87/8 89/6 89/25 90/15 91/22	<b>whenever</b> [1] 55/19 <b>where</b> [32] 7/20 10/16 10/25 13/9 17/11 18/25 19/14 19/16 19/18 20/24 23/7 27/2 27/12 39/1 60/7 73/17 93/14 94/14 98/21 106/5 107/18 109/16 113/22 129/13 129/23 130/1 137/2 153/21 158/16 165/16 169/22 176/9 <b>whereas</b> [1] 161/21 <b>whether</b> [12] 7/25 8/3 10/23 11/1 11/12 106/4 109/14 110/24 132/9 146/7 176/3 177/16 <b>which</b> [73] 1/14 4/18 8/18 23/22 30/16 31/17 31/20 32/11 33/7 40/25 52/8 54/4 55/24 63/3 72/17 76/12 77/25 81/7 82/17 86/3 88/13 91/7 92/8 96/3 101/3 101/12 102/9 103/1 105/7 108/21 109/5 111/25 112/3 112/12 114/1 114/22 116/13 116/14 117/7 117/22 119/14 122/1 125/18 126/19 127/22 129/18 130/17 130/22 133/21 135/2 135/20 140/24 141/15 141/24 142/2 145/23 146/18 148/5 148/10 149/14 151/1 151/16 154/19 157/15 160/13 162/21 168/10 168/21 171/6 171/11 171/12 172/18 173/24 <b>while</b> [9] 12/7 14/14 44/6 47/10 78/21 121/2 139/6 157/16 176/4 <b>whilst</b> [6] 36/7 82/22 101/16 131/6 164/9 169/9 <b>whim</b> [1] 94/25	<b>who'd</b> [1] 109/17 <b>who's</b> [4] 18/14 34/9 143/1 159/7 <b>whoever</b> [1] 38/6 <b>whole</b> [12] 6/11 7/11 34/4 35/13 38/12 74/8 75/15 96/19 98/14 98/23 99/6 110/12 <b>whom</b> [1] 100/14 <b>why</b> [38] 11/21 12/10 27/14 27/15 29/9 29/9 29/23 48/13 65/16 71/8 71/17 74/1 78/17 79/21 106/9 108/15 112/3 112/4 112/12 112/17 113/13 115/17 119/20 121/18 127/24 127/24 128/3 149/10 166/10 166/12 166/14 166/15 169/10 170/6 174/21 175/12 176/23 176/25 <b>wider</b> [2] 91/24 159/21 <b>widespread</b> [1] 135/24 <b>wife</b> [5] 20/18 39/13 129/24 130/23 131/11 <b>wild</b> [1] 23/22 <b>will</b> [36] 1/14 7/20 18/18 19/21 22/14 27/7 37/17 45/24 68/16 73/11 97/3 97/4 99/1 99/2 99/22 103/5 103/6 111/12 112/11 118/16 119/14 130/20 133/6 136/18 137/10 139/11 142/22 158/13 159/19 161/8 162/15 167/6 167/8 173/18 176/2 177/14 <b>willing</b> [2] 106/21		

<p><b>W</b></p> <p><b>would...</b> [37] 141/17 141/21 142/3 142/17 147/3 149/7 149/22 150/5 151/8 152/23 154/23 159/16 159/24 160/15 161/1 161/25 164/18 165/7 166/5 166/20 166/21 167/19 168/1 168/3 168/3 169/4 169/6 169/7 169/9 169/18 170/4 170/17 170/19 172/11 173/17 176/3 176/19</p> <p><b>would've</b> [2] 125/3 125/5</p> <p><b>wouldn't</b> [17] 21/2 21/16 31/18 37/18 53/6 80/1 89/7 112/9 115/6 146/14 146/24 164/18 167/6 170/21 173/13 175/19 178/6</p> <p><b>wrapped</b> [1] 125/11</p> <p><b>wrist</b> [2] 171/6 171/7</p> <p><b>write</b> [3] 79/19 80/2 80/4</p> <p><b>written</b> [2] 78/12 134/5</p> <p><b>wrong</b> [5] 97/19 110/15 157/8 157/8 175/14</p>	<p>98/14 99/5 99/23 100/4 100/7 100/16 100/20 101/8 101/18 102/7 103/10 104/17 105/18 105/23 106/1 107/6 107/9 107/12 108/4 108/6 109/5 109/10 109/13 109/16 111/6 111/14 114/21 115/2 118/24 119/18 119/18 119/22 123/11 126/4 126/22 127/6 129/12 129/15 131/24 131/25 133/4 135/17 138/21 140/6 140/9 140/12 140/16 141/5 141/15 141/18 143/8 143/10 143/13 143/22 143/25 144/4 144/12 145/2 145/4 145/19 145/25 146/2 146/6 146/17 147/10 147/12 147/17 148/20 148/25 149/4 149/9 149/19 149/24 150/25 151/15 151/17 151/18 152/5 152/21 153/25 154/3 154/5 154/25 155/6 155/8 156/14 156/25 157/2 160/17 162/17 162/25 163/13 163/19 164/2 164/10 165/10 165/15 167/16 171/14 171/24 177/13</p> <p><b>yesterday</b> [1] 123/13</p> <p><b>yet</b> [6] 71/12 81/9 117/1 132/10 159/2 176/16</p> <p><b>you</b> [863]</p> <p><b>you'd</b> [12] 47/10 52/12 78/12 107/7 107/15 125/12 132/24 133/1 162/10 163/14 171/12 177/13</p> <p><b>you'll</b> [6] 12/10 19/4 33/9 79/18 80/9 107/23</p> <p><b>you're</b> [35] 1/20 11/21 15/15 15/16 29/10 33/2 33/19 34/4 37/6 37/7 37/8 39/15 45/14 45/19 57/13 59/24 60/2 61/9 65/5 75/12 75/13 75/13 95/24 100/9 107/22 112/5 118/5 118/5 127/21 161/4 161/4 174/7 175/3 175/11 177/9</p> <p><b>you've</b> [50] 8/14 15/1 15/13 16/7 32/6 35/16 44/9 45/3 45/4 46/2 54/9 55/7 55/11 59/5 59/8 64/2 65/21 65/25 66/3 67/5 68/25 70/11 70/12 71/8 74/1 76/8</p>	<p>76/16 78/11 78/12 80/7 92/5 93/4 93/5 95/15 97/15 97/17 97/20 99/4 100/2 118/19 139/6 139/7 139/24 157/23 160/24 162/24 174/4 177/16 177/17 177/18</p> <p><b>young</b> [2] 73/12 79/23</p> <p><b>youngest</b> [1] 87/11</p> <p><b>your</b> [349]</p> <p><b>yourself</b> [10] 5/6 38/12 42/16 66/4 98/18 100/11 104/10 104/10 174/16 175/11</p>		
<p><b>Y</b></p> <p><b>yeah</b> [185]</p> <p><b>year</b> [9] 18/7 34/10 47/15 53/12 77/24 87/2 132/23 137/10 151/13</p> <p><b>years</b> [28] 6/4 6/5 6/5 8/22 18/1 21/18 21/19 23/22 34/10 45/7 61/19 61/19 82/13 82/14 93/17 94/13 97/11 102/25 109/18 120/8 123/12 130/25 134/7 140/3 147/24 157/11 160/7 173/11</p> <p><b>yes</b> [167] 1/16 2/1 2/6 2/12 2/14 2/15 3/9 3/18 3/22 7/4 7/5 10/4 13/13 13/17 13/25 14/24 15/10 16/18 17/13 17/14 32/15 32/23 35/5 39/21 41/4 41/6 42/15 46/22 47/1 47/25 48/5 48/11 48/17 48/25 49/9 50/4 50/6 51/5 52/5 53/21 54/11 58/10 58/17 59/7 63/1 63/16 66/18 72/6 72/8 80/19 81/20 82/1 83/1 83/23 83/25 84/7 87/2 88/9 88/13 88/22 89/1 89/15 89/21 93/8 94/23 98/3</p>		<p><b>Z</b></p> <p><b>Zoom</b> [3] 150/24 151/19 153/14</p>		