

ORAL HISTORY INDEX AND SUMMARY

Interview with: Prof Tony Redmond

Location: Manchester

Total duration: 34.55 mins

Interview by Naomi Hamill and summary by Kelly Bücher:

The interview plays as one long recording. **Recording and transcript available from MaK archive 'Voices of Kosovo in Manchester' in AIUET, Central Library, Manchester and Imperial War Museum, London**

1.	Start time	Finish time	Approximate duration	Brief description
	00.00	34.55	35.55	Tony talks about his experience in medicine following the 1999 Liberation of Kosovo as a leader in the humanitarian response.
<p>Pen sketch</p> <p>Summary of interview content etc</p>	<p><i>Born and brought up in Manchester, Tony Redmond OBE is Professor of International Emergency Medicine at The University of Manchester and a Consultant in Trauma and Emergency Medicine. He is Lead for Global Health at the Manchester Academic Health Sciences Centre (MAHSC) and Manchester Medical School and Deputy Director of the Humanitarian and Conflict Response Institute at The University of Manchester. In addition, he is the Director of the UK International Emergency Trauma Register, which coordinates the national surgical response to overseas disasters funded by the Department for International Development of the UK government. Having trained in emergency medicine in the UK and the US and as a registered specialist in emergency medicine with a special interest in the management of severe injury, Professor Redmond has provided emergency humanitarian medical assistance for over 20 years, responding to natural disasters, major incidents, conflicts and complex emergencies throughout the world including, the UK Ebola response. He was invited by DFID to re-establish health services in Kosovo with KFOR and, with DFID and the British Army, evacuated the Bogujevcis and Besim Kadriu to Manchester.</i></p> <p>(00.00) Tony Redmond talks about being a Professor of International Emergency Medicine at the University in Manchester and one of the Directors of the Humanitarian Response Institute. He also heads up an NGO, Non Government Organisation, a charity called UK Med, which is also based at the Institute. He has been doing humanitarian work, responding to conflicts and disasters since 1988 when he worked with victims of the earthquake in Armenia. He is an Emergency Physician by background and training, trained in Manchester.</p> <p>He talks about his involvement with Kosovo coming about because the new department for Overseas Development administration at the Foreign Office established a separate Department for International Development under the leadership of Clare Short (DFID). When Kosovo happened, he was asked by Dr Mukesh Kapila, who was the head of their Conflict and Humanitarian Affairs Department whether he would be willing to go into Kosovo on the back of NATO to help re-establish the health services, to which he agreed.</p> <p>He talks about going to the hospital in Pristina in Kosovo. He describes its geography in relation to Serbia and the historical demographic of the population, as he understands it. He describes Albanians as not wishing to be taught in Serbo Croat at the Medical School, his being told this in both 1992 and 1999.</p>			

(04:14) He describes the Albanian community withdrawing from the Hospital and setting up a separate system in their homes where people were treated and medical students taught. He talks about it raising great concern to him, as an educationalist, due to the level of training that such a system offers. This was the system in place when he arrived in 1999. He describes the hospital being under the control of NATO when he arrived, specifically the British Army under Colonel Jeremy Rowan. He says that it was important that there been an international Head of the Hospital at that time and how he was appointed.

(08:05) He talks about being the recognised and appointed UN Head of the Hospital and about trying to get the hospital back on a normal footing. He describes how he had a light armoured tank on the lawn at the front of the hospital and armed soldiers around the hospital. He says that it was thought that the area was still unstable as there was a lot of fighting, including retribution, going on at that time and it was considered a dangerous place to be. He describes how hard it was to try and establish normality in the hospital with such a heavy military presence. He requested that this presence be removed and it was agreed, although they were still available for him and his staff to call upon if they felt they needed them. Tony says that he was never aware of any threats made that would have endangered him and how everybody in the hospital was grateful and thanked him as only then did the hospital start to come alive. He describes it as one of the best decisions he'd made. They renamed the hospital 'The University Medical Centre'.

He describes the parallel systems, where some doctors had been trained in private homes, as worrying and how it meant that they needed to be supervised and trained in order to retain safe practice. He describes how he set up a board of International Advisors to work alongside Heads of Surgery, Heads of Medicine and so on. He talks of people jockeying for position but that they did manage to get a multi ethnic board. At that time, he says, that there was one remaining Serb but although he was on the board, he never came to a meeting and soon after he left as well. Tony describes some Albanian staff wanting it to be a hospital for Albanians only and that he tried to describe how unacceptable that would be were any country in Europe to suggest such a thing: a mono ethnic establishment. He says that he found this very saddening, that they were unflinching in this viewpoint.

(14:02) He describes getting the hospital running having found it largely destroyed when the Serbs left.

Tony describes Eastern European style hospitals. He says that they have thousands of beds unlike U.K. hospitals, for instance, which have only several hundred. He describes them as large complexes each speciality of medicine being in a different building. Tony says that he first encountered this layout in Sarajevo. He thinks that this is not practical and terribly costly to run.

Tony says that if a patient arrived with multiple injuries to this style of hospital, even though all the specialisms the patient may require are on one site, they are spread out in different buildings, not in the best interest of the patient or the hospital. When he was in Sarajevo that it was unsafe, due to snipers, to move patients and medical staff from building to building. They developed a system whereby all the departments were in one building so that once you were in the building, you could safely and quickly access everything you might need. Tony talks about wishing to implement a similar system in Pristina.

He says that they set up an Emergency Department and found a suitable building. The British Army, Tim Hodgkins in fact, were already planning to do something similar and so it occurred quite quickly. He says that they got the funding for it and the British Army built a new Emergency Department with a Receiving Room, Treatment Rooms, a new Operating Theatre, a New Pharmacy, a Special Care Baby Unit, an Intensive Care Unit, and so on.

(17:40) He talks about how the Albanians wanted a new sign in Albanian but although the Serbs were not in the hospital, they were in Mitrovica, there were threats if the sign went up in Albanian it would be taken down with force. And, similarly the Albanians said that if the sign went up in Serbo Croat equally they would take the sign down. So to solve the situation, Tony had it put up in English and as far as he is aware, it is still there!

He describes having found a ledger detailing all the admissions, deaths, etc. at the hospital before NATO arrived and it clearly showed that this new integrated system was saving lives compared to the old way of working with separated departments in different buildings across a large complex.

(20:50) Tony describes one incident where an old Serbian lady had been machine gunned down in the street and was refusing to come into the hospital for treatment as she thought the Albanian doctors would kill her, as she thought her attackers were also Albanian. She came in holding what looked to doctors like a grenade and the Bomb Disposal Team had to be called in order to remove this from the patient. Tony describes how he sedated her and told that when she was stable, that he would personally ensure that she was taken safely to Serbia and that she was not in any danger whilst in the hospital, no matter where the staff were from.

(23:50) He says that at one point there was a lot of disruption in the hospital and we went to see Mr Thaçi to discuss it. He explained that it was best that an international person was Head of the Hospital at that point because of the aid and international assistance that was required. Tony says that soon after it seemed to settle down and he was asked by Mr Thaçi, "Is everything alright now?"

Tony describes how it was a problem paying people. He believes that in the parallel system that surgeons were making a lot of money but at the hospital they were not being paid at that time. He comments on how lucky we are to have a National Health Service in the U.K.

He says that he did manage to convince the British government that they could pay the staff in Kosovo a stipend just to show appreciation for what they were doing and try and lessen the impetus for them to have to charge patients and restrict the care, and so on. He says that he appointed an international finance person to come in and they put the cash for the wages in a safe and announced that people would be paid in the morning. During the night a truck was driven through the wall and the safe taken. Tony believes that he knows who committed the robbery and expresses how the incident was heart breaking for him.

He says that the British government, after he explained what had happened, said they would do it again but we'll do it differently. He describes that what they had to do was never announce the payment until it was being paid and not store the money in Kosovo. They set up a new, improvised method whereby people could be paid. He thought it important to convey that the effort of the medical staff was recognised internationally.

Tony describes having to work out how to issue Death Certificates so that bodies could be flown back and accepted by Italy following a plane crash carrying aid workers. Kosovo had an extremely unclear status at this time but he reached a

	solution with Bernard Kouchner, UN Head/ Kosovo.
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