



*The voice of the Public, Patients and Clients*

## 'HILLTOP'

Tyrone and Fermanagh Hospital  
OMAGH  
Co. Tyrone BT79 0NS

Telephone: [REDACTED]

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### MEMO

Friday 29 June 2001 3.00pm:

#### Complaint – Lucy Crawford

Mr Neville Crawford attended a meeting arranged in Hilltop by SEM.

During the 30 minute meeting Mr Crawford –

- ❖ expressed his disappointment in the very slow progress in investigating his complaint
- ❖ was very scathing of Sperrin Lakeland Trust's inability to provide a written report in response to his complaint
- ❖ explained that he had made a decision to forego his invoking of the NHS Complaints Procedure
- ❖ instead Mr Crawford had given instructions to his family solicitor in Enniskillen to instigate proceedings against Sperrin Lakeland Trust

SEM advised Mr Crawford –

- the complaint would now be a legal process only
- involving the Solicitors of both parties
- he could no longer act in relation to the Trust
- SEM was available to meet Mr Crawford's Solicitor
- SEM regretted he was unable to resolve the complaint within the timescales Mr Crawford expected

S E Millar