

NOTES OF BRIEFING MEETING WITH MR S E MILLAR
HELD ON TUESDAY 16 MARCH 2004

19 March 2004

LUCY CRAWFORD:

Lucy Crawford deceased 14 April 2000.

Family to SEM May 2000 - grieving, distraught – with legitimate questions

SEM > Pathology Department RVH – explain why LC died

SEM > met with Dr O'Hara, Paediatric Pathologist – June

Outcome: bronchopneumonia
 dehydration
 gastro-enteritis
 swelling to brain

But: SEM/Family 'it didn't add up'. Still no formal complaint.

July > request for case notes from Erne

19 July > RVH case notes

SEM met with family Aisling Centre

SEM agreed to contact Coroner (Miss Colhoun) re ? Inquest – why not?

22 September: Patient consent form allowing SEM to act on behalf of family →
 B O'Rawe

Basis of Complaint: Inadequate and poor quality care following admission to Erne

(By the way – contacted Helen Hazelton GP Practice (Dr Graham) Nurse – case notes GP + involve Practice Complaints Procedure)

Through Autumn process continued. There was an offer from the Trust that Dr O'Donoghue meet with family.

Parents learned that Trust had conducted internal enquiry:-

1. Always concerned that they did not get a change to input, and
2. Did not get copy of report so that they would know basis on which to discuss with Dr O'Donoghue

Declined offer to meet – not knowing the parameters of meeting eg should be agenda + structure.

Christmas 2000

SEM wrote to Crawfords – asking what they wanted Council + SEM to do? →

May 2001

SEM wrote to Mr Crawford – what to do

June 2001

Mr Crawford informed SEM he had given instructions to Murnaghan and Fee Solicitors regarding slow process

- WHSSC involvement ended – now a legal issue

oOo

SEM had been involved Raychel Ferguson case 8 year old Altnagelvin 2002

SEM went to Altnagelvin met family + Director of Medical Services, Dr G Nesbitt – discussed cause of death – Hyponatraemia

SEM could see the similarities.

27 February 2003: Following Raychel Ferguson's inquest (post mortem done) SEM wrote to Mr Lecky, Coroner, pointing out similarities.

NB: RF's Case – Coroner's PM
LC's Case – Hospital PM

Mr Lecky referred case to Attorney General. Advise re setting up new PM for LC.

Dr Sumner (England) had advised Coroner Raychel Ferguson case. Mr Lecky asked Dr Sumner to look at Lucy Crawford case.

Inquest followed.

INTERACTION WITH SPERRIN/LAKELAND TRUST

After SEM/Family look at case notes.

22 September 2000: Letter B O'Rawe invoke complaints procedure

27 September 2000: Patient consent form received from Crawfords – original sent to Trust

2 October 2000: Phone call from Neville Crawford asking SEM if there had been any response?

(SEM had advised parents re procedure especially that SEM was confident that the Trust would provide a response to questions and within 4 weeks)

(? unsure if acknowledgement letter came within 3 days)

3 October 2000: Phone call from NC to say family had no complaint with their GP and not to pursue that complaint.

11 October 2000: Letter from Trust including offer to meet Crawfords (Dr O'Donoghue)

18 October 2000: SEM wrote to Crawfords and included copy of letter of Trust officer

- SEM unsure whether the family had received letter
- SEM making observations – sure they were aware

25 October 2000: SEM phone Crawfords. Arranged to meet at Aisling Centre

1 November 2000: Purpose – to discuss whether to accept invitation from Trust to meet.

- Crawfords did not attend

Before –

30 October 2000: SEM received letter from Crawfords requesting a copy of Trust Internal Review, before meeting with Trust

1 November 2000: SEM wrote to B O'Rawe from Crawford. Posted to Crawfords – their signature then to Sperrin/Lakeland Trust

Letter highlighted concern –

1. No input to Review
2. Had not been aware of Review
3. Requesting copy of Review

- 10 November 2000: Letter from Trust again encouraging Crawfords to attend meeting
- 22 November 2000: Letter from Trust to Neville Crawford and explanatory background to Review but would not forward a copy of Review Report
- 24 November 2000: Letter from Crawfords to B O'Rawe saying family still waiting for the Trust's response to Complaint
- 10 January 2001: Letter to B O'Rawe from Crawfords again querying response to formal complaint
- Letter from Trust to Mr N Crawford including initial response on report prepared by Eugene Fee – synopsis and a further request for a meeting with the family + Doctor
- 12 January 2001: Email from Trust to Hilltop. Acknowledged delay – expressed a hope for meeting.
- 19 January 2001: SEM wrote to N Crawford to encourage him to meet with SEM to discuss EF's letter of 10 January.
- 16 March 2001: SEM wrote to H Mills and urged him to respond to initial complaint
- 21 March 2001: Phone call from Trust HQ asking CO to contact BO'R
- (Response – no record)
- 30 March 2001: Further letter from Trust to N Crawford insisting on this meeting.
- (Anniversary of death)
- 24 May 2001: Letter from Hilltop – Crawfords. Saying waiting on further instructions as to what to do
- 29 June 2001: Neville Crawford met SEM in Hilltop. Said they were going legal route.

ISSUES:

1. Process – let Crawfords and WHSSC down
2. Internal Review – report shared ? WHSSC
3. Could Crawfords not have been part of this process?
4. Meeting with Trust personnel especially – high powered – intimidating – terminology – grieving
5. SEM ? could have access
6. No copy of Review therefore Crawfords would not meet
Pre-condition to process – meeting Doctor + family – not acceptable

LESSONS:

- Complaints Procedure + Process
- Learning process?

Amended Death Certificate – Hyponatraemia

NB: Trust exonerated

Child died 13 April – no one from Trust made contact with family

To this day Trust has never responded

Agreed SEM to be present at Council meeting with Trust