



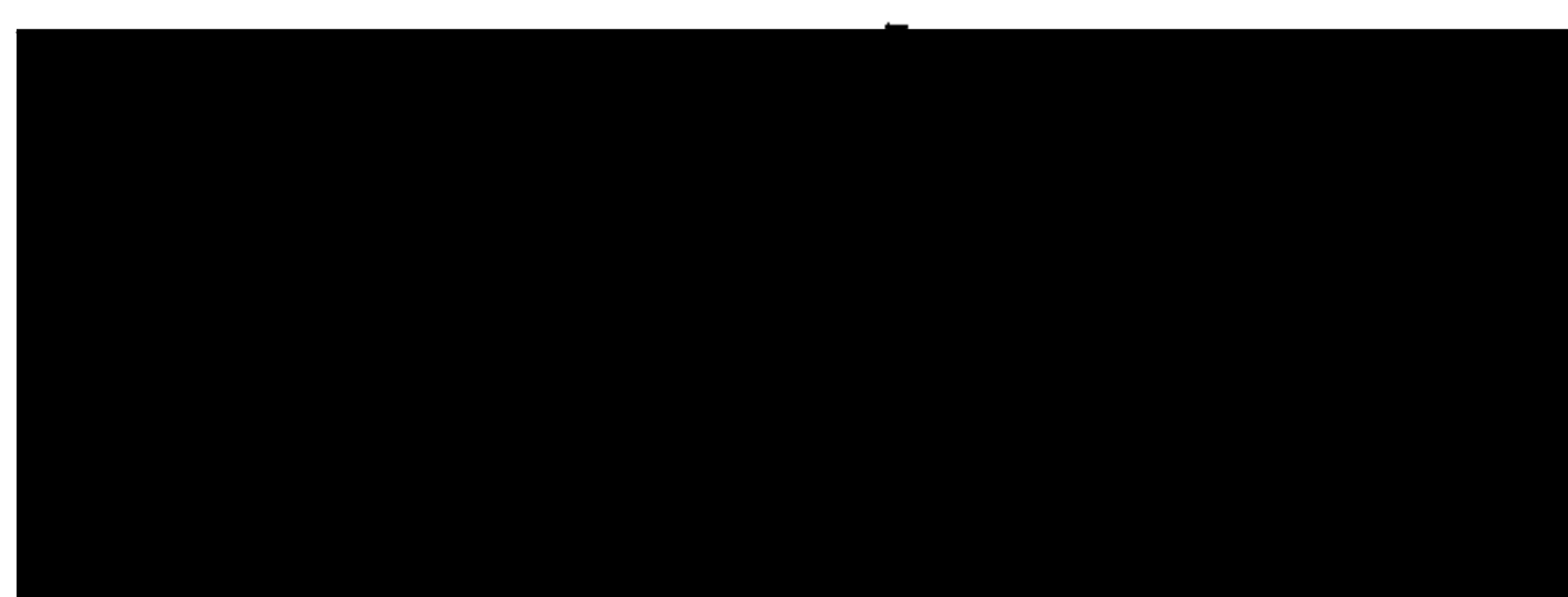
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OUR REF: COM 3

10 January 2001

PRIVATE AND CONFIDENTIAL

Mr Neville Crawford



Dear Mr Crawford

Thank you for your letter of 24 November 2000.

You will recall from our previous letter that Ms O'Rawe explained the rationale for undertaking a review of cases where the outcome is unexpected.

I have had Mr Fee, Director of Acute Hospital Services prepare the enclosed report in relation to Lucy's care at the Erne Hospital. We would hope that the enclosed will assist you and that our meeting to share the review with you will allow for clarification of any issues you wish to have addressed.

I acknowledge your desire to pursue this matter under the formal complaints procedure. I am providing the attached report as an initial step in this process and trust that you will avail of the proposed meeting.

In this respect, I should wish to encourage you to make contact with Ms O'Rawe so that the meeting can be arranged at a time which suits your family.

Yours sincerely

*M. MacCrossan*  
Michael MacCrossan  
For Hugh Mills  
Chief Executive

UTV

069A-017-054

*no different documents?*