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**From:** [REDACTED]  
**Sent:** 07 October 2004 14:11  
**To:** Lindsay Steven  
**Cc:** [REDACTED]  
**Subject:** Route Cause Analysis

Dear Steven

The RCA steering group met yesterday and we were joined by Anne O'Brien which was helpful.

1. Agreed approach

- (i) All relevant papers to be collated and analysed for use in RCA exercise.
- (ii) Use the dates of 9th and 11th of November for route cause analysis of L.C. case. This will be independently facilitated by Sue Norwood from Global Aviation and will involve relevant staff both clinical and managerial who have had direct involvement with the L.C. case. The findings are to be presented to the Steering Group by early December, the final report by the end of December with the action plan.
  - February 05 - Report to clinical and social care committee.
  - March 05 - Sperrin Lakeland Trust Board.

2. Steering group to be enhanced by:

- (i) addition of external Paediatric Consultant - Diane Cody to secure this.
- (ii) Project Management/QA type role - suggestion is Seamus Wade. Jenny to discuss this with Hugh.

3. Communication Strategy required - want to engage external expertise in collaboration with Trust's communication function. Steering Group agreed there should be no communication with the media during the time of the review but the key issue is securing the Trust's commitment to this. Jenny & Diane to discuss with Hugh.

4. Support for staff

Premeetings and one to one engagement before RCA on 9th and 10th Nov. I will be meeting with the nurses involved on 25th Oct which will be just after the television programme which is due out on 20/21st October. Counselling/occupational health support to be arranged by Diane, Stanley Millar and Maggie Reilly also need to be engaged for their input which is another sensitive issue.

5. Family involvement

Family have expressed their distrust and lack of confidence in the review in communication to H Mullan and do not want to be involved. Their wishes are to be respected. The steering group at this stage would plan to share the report with the family in advance of going to the Trust.

6. Development programme for a wider range of staff on RCA - to be delivered on 11/12 and 15/16 November. Sara O'Connor from the Board to attend one these sessions.

In terms of the process now agreed and greater clarity re RCA, I feel we can move forward and it is a credible process but I still feel uncomfortable in that this could all go pear shaped because so much is not within the control of the steering group. At the same time I do not think we, as a Board, should withdraw but should support and direct as best as we can. Would welcome discussion

Thanks

Margaret