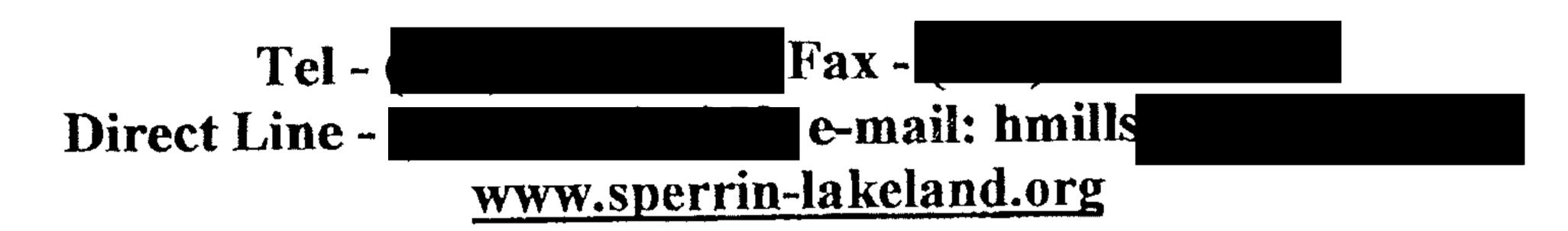


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HEALTH AND SOCIAL CARE TRUST

TRUST HEADQUARTERS STRATHDENE HOUSE

TYRONE AND FERMANAGH HOSPITAL, OMAGH, CO. TYRONE BT79 ONS. TELEPHONE 01662 244127. FACSIMILE 01662 244570.



Minicom Service is available within the Trust on request

Date: 19th March 2004

Mr & Mrs Neville Crawford

Dear Mr and Mrs Crawford

I am writing on behalf of the Trust to indicate our regret and apologies for the failings in our service at the time of Lucy's death in April 2000. These failings, not fully identified in our original review became evident later in the process following another reported death in Northern Ireland. At that time we sought, through your legal representatives, to reach settlement on the legal proceedings.

We cannot presume to lessen the grief of your loss. However please be assured that the procedures linked to Lucy's death were reviewed and changed. Furthermore we fully intend to formally reflect on the findings of the Coroner to ensure that we, and others, learn the lessons of Lucy's tragic death.

It remains a matter of regret to the Trust that the opportunity to discuss these matters more openly with you was complicated by legal processes.

I trust that even at this time that the sentiments expressed above may offer some reassurance.

Yours sincerely

Hugh Mills

Chief Executive

bor/mmcg/0652

SPERRIN LAKELAND IS A HEALTH AND SOCIAL SERVICES TRUST ESTABLISHED UNDER ART. 10 OF THE HEALTH AND PERSONAL SOCIAL SERVICES (NI) ORDER 1991