

*NOTE: The Trust's telephone number has changed
The New Number is: [REDACTED]*

Minicom Service is available within the Trust on request

Our Ref: COM 3

Your Ref:

Date: 30 March 2001

PRIVATE & CONFIDENTIAL

Mr Neville Crawford
[REDACTED]

Dear Mr Crawford

Thank you for your letter of 16 March 2001. I note your desire for a specific response to your concerns regarding the adequacy and quality of care provided to Lucy in April of last year. I fully appreciate that there are many unanswered questions for yourself and Mrs Crawford regarding the causes of Lucy's death. Indeed, as Bridget, and later Michael MacCrossan, on my behalf, sought to clarify for you, the reason we initiated the review, was our concern with the speed of Lucy's deterioration.

In sharing Mr Fee's report with you under cover of Mr MacCrossan's letter dated 10 January, it was, and continues to be, our hope that this will have started to provide some of the answers to your questions.

Turning specifically to the point made in your most recent correspondence, the outcome of our review has not suggested that the care provided to Lucy was inadequate or of poor quality. As you will be aware, the Trust engaged an independent consultant, from another Trust, to review Lucy's case notes and to advise us on this very question. We do however accept and acknowledge that our review has flagged up issues which the Trust will wish to address for the future. These include communication and written records, and are referred to in Mr Fee's report.

LC-SLT(HM)

030-057-078

Mr Neville Crawford

29 March 2001

As indicated in previous correspondence we are very mindful of the pain and loss that you and your wife have endured. We are also conscious that the anniversary of Lucy's death is very close. We genuinely believe that it would be helpful if you would be willing to participate in a meeting with the Trust regarding the findings of our review. I would wish to reiterate the concern we expressed in providing you with a written response to a matter of such considerable sensitivity, and again for this reason, would wish to encourage you to avail of the opportunity to meet with us.

Should you feel able and wish to participate in a meeting, I would be very happy to consider making available those whom you feel would be helpful to participate from the Trust's point of view. Certainly I believe it would be helpful if Mr Fee, the Director of Hospital Services, participated. Perhaps you would wish to discuss this with Mr Millar, Chief Officer of the Western Health and Social Services Council, whom I understand has been providing some guidance and support to you and your wife.

I trust this further letter helps to address more specifically your concerns about the adequacy and the quality of the care provided to Lucy. I appreciate that it does not add further to the detail already provided in Mr Fee's report. I would however hope that a meeting would enable specific issues and questions to be explored. I trust this has been helpful, and as indicated, would ask you to consider contacting Bridget O'Rawe our Complaints Manager, in order that arrangements for a meeting might be progressed.

Yours sincerely



Hugh Mills
Chief Executive

Copy to: Mr Eugene Fee, Mr Stanley Millar

bor/cd/3914

LC-SLT(HM)

030-057-079