

L.C. Case - Briefing Notes

Family wanted as per UTV broadcast:

1. Admission and detail of what happened.
2. Apology for death of L.
3. Support to family.

Position:

1. Full facts not uncovered in initial review - unknown issue regarding Solution 18. Became evidence after F. case.
However: we did

- Initiate review - April 2000.
- Advise WHSSB of unexpected death 17 April 2000.
- Plan for meeting with family and pursued H.V. colleagues regarding support to family.
- 10 September 2000 - March 2001 - offer on 5 separate occasions family opportunity to meet with us. All declined.
- January 2001 made a summary report of initial review available to family.
- Formal response 30 March 2001, encouraging meeting.

2. Initially condolences/regret expressed in all correspondence.

From Spring 2003 once liability confirmed from our further independent opinion began to consider settlement/apology. Discussed form of words. Then complicated by Coroners decision to hold inquest - we considered if settlement/apology would be ill-timed/pre-emptive, potentially seen as Trust "pulling a fast one".

Apology issued in letter on 19 March 2004.

3.

- Initial review included recognition of need to ensure family recurring support.
- Contact with WHSSC Chief Officer in attempt to assist family in resolving concerns.
- 7 March 2003 - correspondence from Dr Holmes following contact from Mrs C.
 - response 14 March 2003, acknowledgement - commitment to reflect
 - Trust considered possibility of mediation.

- 28 March 2003 - Letter from Mrs C with GP letter enclosed
- arranged for Patient/Client Advocate to speak with GP to ensure family receiving support. Telephone call 10 March 2003.
 - 28 April 2003 - Chief Executive wrote on legal advice, unable to be involved in direct dialogue due to legal proceedings BUT offered once complete the opportunity to meet with medical director.

Strategy has been based on:

- not attacking/countering family statements - suffered enough.
- representing facts as they have emerged.
- reassure public of lessons learnt.
- support our staff who have also been greatly affected by this tragedy.

Director of Corporate Affairs
March 2004

bor/lmcd

LC-SLT(HM)

031-017-029