





S.L.T. PATIENT / CLIENT COMMENTS FORM

Reference : S/COM/00/047	Type: Complaint
Client Name: Miss Lucy Crawford Client Address: Phone Number:	Date Received: 29/02/2000 Method Received: Written Board Of Res.:
Contacts: Name: Mr Neville Crawford Address :  Postcode: Phone:	Facility : Erme Department : Paediatrics, Erme POC : Paediatrics Profession : Medical
Name: Mr Stanley Millar Address : Chief Officer WHSSC Hilltop TFH Postcode: Phone: 	Classification: 3.27 Treatment & care (Quality)
Comments: <p>Letter of complaint enclosing authorisation for Mr Stanley Millar of the WHSSC to receive all future correspondence and final response in relation to concerns raised. Complaint relates to inadequate and poor quality of care provided to his daughter (now deceased) following her admission to Erme Hospital on 12 April 2000 and prior to her transfer to Royal Belfast Hospital for Sick Children on 13 April 2000. Treatment & care (Quality) (3.37).</p>	POC Sub: Ack / 2 days: No Ack Date: 02/10/2000 Resolve By: 27/10/2000 Date Resolved: Resolved / 20 Days: No Interim Res. Date: Satisfied : Ind. Review: No Formal Response:
Resolution Action: <p>Acknowledged/referred to Mr Eugene Fee, and Dr Anderson, for comment/report 2.10.00. Papers/reports received from Mr Fee. DCA to peruse/draft response. Letter to Mr S Millar offering meeting with Mr Fee, Dr Anderson, and others 11.10.00. Contacted WHSSC 2.11.00 - family have declined offer of meeting. Ltr to Mr Millar re further poss of meeting 10.11.00. Letter to complainant 22.11.00 offering meeting to talk through findings of review. Response from complainant received 12.12.00 and shared with Mr Fee for comment. Remr to Mr Fee 29.12.00. Reports and draft response received from Mr Fee 9.1.01. Initial Response and enclosure to DOF to</p>	

Litigation pushed 30/4/01

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L. Hyatt 30/4/01

LC - SLT

033-013-02525

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Contacts: Name: Mr Neville Crawford Address : [REDACTED] Postcode: [REDACTED] Phone: [REDACTED] Name: Mr Stanley Millar Address : Chief Officer WHSSC Hilltop TFH Postcode: Phone: [REDACTED]	Classification: 3.27 Treatment & care (Quality)
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Resolution Action: Acknowledged/referred to Mr Eugene Fee, and Dr Anderson, for comment/report 2.10.00. Ltr to Sm-offer mty. update fr WHSSC 2/11/00 DB Ltr to Complainant 22/11/00 DB Comms fr Complainant + shared with EF 12/12/00 DB Now to EF DB Reps recd. Resp. drafted + to DOP DB Awaiting response from complainant.	

Ltr recd fr cp. seeking fur. wth resp (21/3/01). Shared w. Dr Fee. DB
Ltr. to Mr Crawford 30/3/01 - further offer of meeting.