S.L.T. PATIENT / CLIENT COMMENTS FORM

Reference :	S/COM/00/047			
Client Name:		Туре:	Complaint	
Client Address:	Miss Lucy Crawford	Date Received:	29/02/2000	
Oncir Privil 633.		Method Received:	Written	
Phone Number:		Board Of Res.:		
Contacts:		Facility:	Erne	
Name:	Mr Neville Crawford	Department :	Paediatrics, Erne	
Address :		noc.	Onediabiles	
		POC:	Paediatrics	
Dostondo		Profession :	Medical	
Postcode: Phone:		Classification:		
Name:	11.04			
,	Mr Stanley Millar	3.27 Treatment	3.27 Treatment & care (Quality)	
Address :	Chief Officer WHSSC	·		
47 X	Hillop TFH		•	
Postcode:				
Phone:				
omments:		POC Sub:		
lillar of the WHSSC to nd final response in re	losing authorisation for Mr Stanley o receive all future correspondence slation to concerns raised. Complaint	Ack / 2 days:	No	
lates to inadequate ar ughter (now decease	nd poor quality of care provided to his id) following her admission to Erne 00 and prior to her transfer to Royal	Ack Date:	02/10/2000	
elfast Hospital for Sici reatment & care (Qual	k Children on 13 April 2000.	Resolve By:	27/10/2000	
(···// (·/	Date Resolved:		
	•	Resolved / 20 Days:	No	
		Interim Res. Date:		
		Satisfied :		
Resolution Action:		Ind. Review:	No	
knowledged/referred iderson, for comment	to Mr Eugene Fee, and Dr /report 2.10.00. Papers/reports	Formal Response:	, , , , , , , , , , , , , , , , , , ,	
ceived from Mr Fee.	DCA to peruse/draft response.			
nderson, and others 1	ering meeting with Mr Fee, Dr 1.10.00. Contacted WHSSC			
11.00 - family have de	oclined offer of meeting. Ltr to Mr meeting 10.11.00. Letter to			
mplainant 22.11.00 of	ffering meeting to talk through		İ	
dings of review. Respondence with the control of th	ponse from complainant received th Mr Fee for comment. Remr to Mr			
e 29.12.00. Reports.	and draft response received from			
ree 9.1.01. Initial Ro	esponse and enclosure to DOF to		·	

S.L.T. PATIENT / CLIENT COMMENTS FORM

	· · · · · · · · · · · · · · · · · · ·		
Reference:	S/COM/00/047	Туре:	Complaint
Client Name: Client Address:	Miss Lucy Crawford	Date Received:	29/02/2000
		Method Received:	Written
Phone Number:		Board Of Res.:	
Contacts:		Facility:	Erne –
Name:	Mr Neville Crawford	Department :	Paediatrics, Erne
Address:		POC:	Paediatrics
		Profession :	Medical
Postcode:			
Phone:		Classification:	
Name:	Mr Stanley Millar	3.27 Treatment	t & care (Quality)
Address:	Chief Officer		
	WHSSC		
Postcode:	Hilkop TFH		
Phone:			
Comments:		POC Sub:	3
Milliar of the WHSSC to	losing authorisation for Mr Stanley preceive all future correspondence	Ack / 2 days:	No
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 Erne 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).		Ack Date:	02/10/2000
		Resolve By:	27/10/2000
(444		Date Resolved:	
		Resolved / 20 Days:	No
		Interim Res. Date:	
	··-	Satisfied :	
Resolution Action:		Ind. Review:	No
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. Let 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. Remy to Mr.		` Formal Response:	
12.12.00 and shared with Mr Fee for comment. Remr to Mr Fee 29.12.00. Reports and draft response received from			

Lityalin 30/4/01

S.L.T. PATIENT / CLIENT COMMENTS FORM

and the second second			
Reference:	S/COM/00/047	Туре:	Complaint
Client Name:	Miss Lucy Crawford	Date Received:	29/02/2000
Client Address:		Method Received:	Written
Phone Number:		Board Of Res.:	
Contacts:		Facility:	Eme
Name:	Mr Neville Crawford	Department :	Paediatrics, Erne
Address:		POC:	Paediatrics
		Profession :	Medical
Postcode:		21 - 15 - 41	
Phone:		Classification:	
Name:	Mr Stanley Millar	3.27 Treatmer	nt & care (Quality)
Address:	Chief Officer		
pr ^k	WHSSC Hilltop TFH		
Postcode:	•		
Phone:			
Comments:		POC Sub:	
Millar of the WHSS	enclosing authorisation for Mr Stanley C to receive all future correspondence	Ack / 2 days:	No
relates to inadequat	in relation to concerns raised. Complaint	Ack Date:	02/10/2000
2000 and prior to her transfer to Royal Belfast Hospital for Sick Children on 13 April 2000. Treatment & care (Quality)		Resolve By:	27/10/2000
(3.37).		Date Resolved:	
		Resolved / 20 Day	ys: No
		Interim Res. Date	:
		Satisfied:	
		4	
Resolution Actio		Ind. Review:	No
Acknowledged/refe Anderson, for com	erred to Mr Eugene Fee, and Dr ment/report 2.10.00.	Formal Response	*
Lh h Sm	mentreport 2.10.00 offer mtz. implanti fr	143C 21413	S 2 2 2
	עני סטווווסט בו) P	
		1 - 1 1011 Ph	ex 12/12/00 DET
	The second second	had reco	1. Rosp. drafter
Youls	EK DEC	PIVIS .	0
+ ls	BOP DBV	Muchy	reporte por
		•	complainen.
Lh reold	fr cp. seeking fur.	Who reop (2	ilalo). Should in Mirae
Ltv. to A	M Crawbod 30/3/	or _ luther	offer of neeting.
- 1, 1, 10	4	_ 0	033-013-026
			W33-013-020