

Crawford Case – Christine Millar's involvement (Complaints Team)

Date	Event	ACTION
29/09/00	Letter of complaint accompanied by consent received by Christine Millar	Acknowledgement letter typed sent to Mr Crawford signed by DCA. Chief officer WHSSC advocating on complainants behalf and Trust to correspond with him.
2/10/00	Memo typed/sent to Mr Fee from DCA asking him to co-ordinate the investigation	
4/10/04	Note from A/CM to advise that the Mr Fee would ring regarding this case on the Thursday.	
11/10/00	Letter to Stanley Millar from CE – with offer of meeting to Mr and Mrs Crawford to share findings of Trust review.	
2/11/00	Note to DCA to say that Stanley Millar had received a letter from the Crawford's declining the meeting.	
02/11/00	Email from A/CM to Mr Fee – to advise that the family have declined the meeting at present and that Mr Millar would be in touch with DCA at the beginning of the week. Also advised that the Crawford family	

Hold with
other
file -
B's.

	indicated that they did not wish to meet until they rec'd the review report.	
06/11/00	Letter received by DCA's office from Mr Crawford asking for copy of review/findings	Copied to Mr Fee and Dr Kelly
06/11/00	Tel. Call received by CM from Stanley Millar enquiring if we received Mr Crawford's letter	Not to DCA to advise of Mr Millar's contact
10/11/04	Letter typed to Mr Millar re offer of meeting the family.	
27/11/00	CM emailed Mr Fee on behalf of DCA to say that Mr Millar advised that the Crawford family would like sight of a summary report and asking is it possible to draw out key findings which could be conveyed in letter form.	
22/11/00	Letter typed to Mr Crawford to clarify the process of clinical review and again offering a meeting	
12/12/00	Letter received by DCA from Mr Crawford asking for formal response before agreeing to a meeting.	CM copied to Mr Fee with DCA's note asking him to provide report from review.
29/12/00	Email reminder from CM to Mr Fee to ask for comments as	

	requested earlier	
10/01/01	Letter typed to Mr Neville Crawford enc Mr Fee's report on review/findings	Cc Mr Millar, Mr Fee, Dr Kelly
21/03/01	Letter received (add to CE) for Mr Crawford indicating unhappy with Trust response	Copied to Mr Fee with DCA note.
23/03/01	Note to DCA advising Mr Millar rang re a meeting with her to discuss the case. , Arranged 9:20 am 27/03/01 at Hilltop	
30/03/01	Letter to Mr Crawford from Mr Mills – once again offering a meeting with the Trust regarding findings of the review	
30/04/01	Letter for Solicitors re proceedings	Cc'd to Mr Fee and Dr Kelly
02/05/01	Letter to Murnaghan and Fee from Mr Mills – re Crawford family pursuing litigation	
14/05/04	Copy of the complainant file to Kevin Doherty	