

Complaints

24 NOV 2000

**Note: The Trust's telephone number has been changed to [REDACTED]
Minicom service is available within the Trust on request.
E-mail: [REDACTED] Web site: www.sperrin-lakeland.org**

Our Ref: COM 3

22 November 2000

PRIVATE AND CONFIDENTIAL

Mr Neville Crawford
[REDACTED]

Dear Mr Crawford

Thank you for your letter dated 1 November 2000 in which you refer to my correspondence to Mr Millar.

I felt it might be helpful to clarify for you the process referred to in my correspondence to Mr Millar in respect of a clinical review. This process is one which has been introduced by the Trust in the last 2 years or so and is in the main undertaken where there has been a sudden unexpected death or where the clinicians and professionals involved identified unusual complications or difficulties arising during the management of a patient's care. This process is undertaken as an internal review by the Trust and in this instance does not tend to involve members of the patient's family. However, such reviews are undertaken with the intention that the outcome and any lessons learnt would be shared with all professional staff and, at the same time, the opportunity taken to share the outcome with relatives or members of the family or, indeed, the patient, if that is relevant. You will, I hope, have noted in my correspondence to Mr Millar, that I refer to the

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Trust's intention to share the outcome of the review with yourself and Mrs Crawford. We regret that this was not actioned earlier as had been our intention.

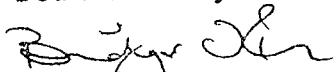
I note your hesitation in respect of the Trust's offering of the opportunity to meet with Mr Fee and some of the clinicians. One of the primary aims of such a meeting, if you would feel able to participate, would be the opportunity to talk yourself and Mrs Crawford through the findings of the review. In this way, it would be our hope to ensure that there would be an opportunity for clarification and a fuller understanding of the findings. I note your request for a copy of the Trust's review report. In the context of the purpose of the meeting, as I have described, it would be a genuine concern that reading the documentation in isolation, could be very unhelpful. Our desire therefore is to take the opportunity, with your agreement, to talk yourself and Mrs Crawford through the report.

As you know, the suggestion of a meeting was initially put to Mr Millar as the then active advocate of yourself and your wife. Perhaps you may find it of assistance to discuss the contents of this correspondence with Mr Millar and seek his guidance in this respect. Again, if yourself and Mrs Crawford would wish Stanley to be a participant in the proposed meeting, this would be entirely acceptable.

I apologise for the delay in responding to your letter of 1 November 2000. I trust that my response in this regard has helped to provide some reassurance regarding our intention and desire to inform you of the outcome of our review. We are very conscious of your distress and do not wish in any way to add further to your loss. I do hope that you feel that the proposed meeting would be of value to yourself and your wife.

I hope to hear from you in due course. In the meantime, please do not hesitate to contact me if you would wish to clarify or discuss our offer further.

Yours sincerely



Bridget O'Rawe (Ms)
Director of Corporate Affairs

Copy to: Mr Fee, Dr Kelly, Mr Millar