

Tel - [REDACTED] Fax - [REDACTED]
Direct Line - [REDACTED] e-mail: [REDACTED]
www.sperrin-lakeland.org

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Date: 02nd March 2004

Dear Mr and Mrs Crawford

I am writing on behalf of the Trust to indicate our regret and apologies for the failings in our service at the time of Lucy's death in April 2000. These failings, not fully identified in our original review became evident to us in the spring of last year, following other reported deaths in Northern Ireland. At that time we then sought, through your legal representatives, to reach settlement on the legal proceedings.

We cannot presume to lessen the grief of your loss. However please be assured that the procedures linked to Lucy's death were reviewed and changed in 2001. Furthermore we fully intend to formally reflect on the findings of the Coroner to ensure that we, and others, learn the lessons of Lucy's tragic death.

It remains a matter of regret to the Trust that the opportunity to discuss these matters more openly with you were complicated by legal processes.

I trust that even at this stage the sentiments expressed above may offer some reassurance.

Yours sincerely

Hugh Mills
Chief Executive
bor/mmog/0652