

From: O'Brien, Anne [REDACTED]
Sent: 01 June 2004 16:40
To: Hall Janet
Subject: RE: Media statement - Lucy Crawford

Sensitivity: Confidential



PRESS RELEASE.DOC

sorry!

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-----Original Message-----

From: Hall Janet [REDACTED]
Sent: 01 June 2004 16:33
To: O'Brien, Anne
Subject: RE: Media statement - Lucy Crawford
Sensitivity: Confidential

This message is bound by the disclaimer below.

Thank you for your comments - unfortunately there was nothing attached - could you resend.

Bridget is out of the office this pm, but will try and speak to her by phone or in the office tomorrow morning to discuss your comments and concerns.

Best wishes.

Janet Hall
Communications/public affairs manager
Tel: [REDACTED]

-----Original Message-----

From: O'Brien, Anne [REDACTED]
Sent: Tuesday, June 01, 2004 04:26
To: Hall Janet; Mills Hugh; O'Rawe Bridget
Subject: RE: Media statement - Lucy Crawford
Sensitivity: Confidential

Dear Janet,

Attached are the tracked changes to the Press Release.

On a more general note, I think there was an opportunity with the Press Release to perhaps be more open about engagement of staff and being a learning organisation.

Do the family know that they are mentioned in the Press Release? In light of their not wishing to be involved at this stage I'm not sure it is helpful to challenge them in the public domain.

Do come back to me if you require anything further

Regards
Anne

-----Original Message-----

From: Hall Janet [REDACTED]

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LC - SLT

0678-055-109

Sent: 01 June 2004 15:23
To: Mills Hugh; O'Rawe Bridget; Gormley Michael; Harry Mullan; O'Brien Anne
Cc: McGlone Michelle; MacSherry Eavan
Subject: Media statement - Lucy Crawford
Importance: High
Sensitivity: Confidential

This message is bound by the disclaimer below.

Please find attached a statement from Sperrin Lakeland Trust regarding its plans to undertake an analysis of aspects of the Trust's handling of the Lucy Crawford case. This has been issued to local and regional media this afternoon.

Best wishes.

Janet

NB - Mrs Irvine to receive her copy via fax as email not working

*Michelle - please print off for the chairman - thank you

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LC - SLT

0678-055-110



MEDIA STATEMENT

The Chairman of Sperrin Lakeland Trust, Mr Harry Mullan, has confirmed plans to undertake an analysis of aspects of the Trust's handling of the Lucy Crawford case. Currently, the Trust is co-operating with the General Medical Council's examination of the clinical aspects of Lucy's care.

Commenting, Mr Mullan said "Immediately following the Inquest into Lucy's death, we stated we would be reflecting on the Coroner's conclusions. In the course of this reflection on how we, as an organisation, handled this tragic case, we recognised some flaws and areas where improvement was needed. At our Clinical and Social care Governance Committee meeting, on Thursday the 20th May, I proposed plans to establish a steering group to oversee a process, used in healthcare, known as 'root cause analysis'. These proposals were endorsed by the Committee. I have since written to Lucy's parents to share our plans with them, and remain hopeful that they may feel able to contribute to this process."

Setting out the draft terms of reference of the 'root cause analysis', Mr Mullan emphasised the commitment of the Trust and its officers to reflect on how improvements could be made. "Our primary goal is to learn lessons and improve our practice. Additionally, where we identify process issues which have wider implications, we will want to inform the appropriate authorities," said Mr Mullan.

Mrs Jenny Irvine, Non-executive director for the Trust, will be chairing the steering group. She will be joined by Dr Diana Cody, the Trust's medical director and there will be representation on the group from the Western Health and Social Services Board. The first task for the steering group will be to agree the terms of reference for the work to be undertaken

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The work will include the examination of a range of systems including the Trust's arrangements, at that time, for adverse incident investigation and the complaints process and will take account of more recent changes and improvements. The steering group will be supported by a representative of the NHS Modernisation Agency Clinical Governance Support Team. A specialist independent consultancy firm will manage the use of the 'root cause analysis' approach, and develop a report to the steering group on findings and recommendations. The steering group may also commission external opinion and advice.

It is anticipated that the exercise will take 4-6 months to complete, culminating in a report and recommendations from the steering group to the Trust's Clinical and Social Care Governance Committee for approval.

... ENDS

NOTE TO EDITOR

1. The Coroner's inquest into Lucy Crawford's death concluded its findings on 20 February 2004.
2. The Coroner referred aspects of Lucy's clinical care to the General Medical Council for examination.
3. 'Root Cause Analysis' is increasingly used in the health care setting, to examine events/processes/systems surrounding adverse incidents and "near misses". It originates from the aviation industry, where it is used to determine causation factors in aviation incidents.
4. The NHS Modernisation Agency Clinical Governance Support Team is a GB based organisation. It has a particular responsibility in supporting health care providers implement governance arrangements under the Quality legislation.
5. Mr Harry Mullan is the recently appointed Chairman of Sperrin Lakeland Trust.
Mrs Jenny Irvine is a non-executive director and has a background in nursing.

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Further enquiries should be directed to:

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