

From: McGurk Marese
Sent: 12 March 2004 16:22
To: Fee Eugene; Kelly Jim; Mills Hugh
Cc: McPeake Phil; Kettyle Jenny; MacSherry Eavan
Subject: LC Case ~ letter

Importance: High
Sensitivity: Confidential



O652.DOC

Can we agree final draft.

Bridget

DRAFT

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Minicom Service is available within the Trust on request

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 later in the process following another reported death in Northern Ireland. At that time we 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. 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 was 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
box/mmcbg/0652

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