

From: McGurk Marese  
Sent: 02 March 2004 13:20  
To: Mills Hugh; Fee Eugene; Kelly Jim; 'Scott Donna'  
Cc: MacSherry Eavan; McPeake Phil; Kettyle Jenny  
Subject: LC Case

Importance: High  
Sensitivity: Confidential



0652.DOC

Please ignore previous e-mail on this subject.....

Please see draft letter to Crawford family. I believe we should proceed at this point to issue. I have attempted to be balanced in draft. Note reference to legal processes not intended to be other than a factual representation of our position which was a desire to engage with family. I would welcome your thoughts.

Thanks  
Midget

067K-003-004

LC - SLT

DRAFT

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

Minicom Service is available within the Trust on request

Date: 02<sup>nd</sup> 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**  
ber/mmcp/0652

067K-003 - 005

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