STATEMENT OF WITNESS

STATEMENT OF:

STANLEY ELWOIN MILLAR

Name

Rank

AGE OF WITNESS (If over 18 enter "over 18"):

OVFR 18

To be completed when the statement has been written

I declare that this statement consisting of 5 pages, each signed by me is true to the best of my knowledge and belief and I make it knowing that, if it is tendered in evidence at a preliminary enquiry or at the trial of any person, I shall be liable to prosecution if I have wilfully stated in it anything which I know to be false or do not believe to be true.

Dated this 25

day of

APRIL

2005

R Hall

Stanley E Millar

SIGNATURE OF MEMBER by whom statement was recorded or received

SIGNATURE OF WITNESS

ROSEMARY HALL, D/CONSTABLE

PRINT NAME IN CAPS

In 1991 I was appointed Chief Officer of the Western Health and Social Services Council. One of the roles of the Council was to assist people who wished to make a complaint about the quality of Health and Social Care provided in the Western area. The council has a totally independent role of both the Sperrin Lakeland Trust and the Western Board. Over the years since my appointment I have assisted many people in having their complaints investigated. I must make it clear that the Council does not investigate the details of a complaint. The role instead is to help people to record their complaint on paper and provide the details necessary for a Trust investigation. The NHS Complaints Procedure is such that the Trust must investigate a complaint made against it. There are time scales that should be followed and the process is structured at various levels from a local investigation to the NI Ombudsman. Early in May 2000 I had contact from Mr and Mrs Crawford, who wished to meet me regarding a complaint. On 5 May 2000 I met Mr Neville and Mrs Mae Crawford in Hill Top, Tyrone and Fermanagh Hospital, which is the office of the council. The Crawfords shared with me the events which led up to the death of their daughter, Lucy in the previous month, that is April 2000. They had three questions at that time. 1. Why did Lucy die? 2. Could her death have been prevented? And 3. Was someone responsible for her

38/36¹ 7/04

death? I readily offered my support to help them gain answers to these very reasonable questions. In order to obtain the facts I put together a process. The first step was on 16 June 2000 when I accompanied Mr and Mrs Crawford to a meeting in the mortuary of the Royal Victoria Hospital in Belfast. We met Doctor Denis O'Hara who conducted a hospital post-mortem examination on Lucy following her death. Doctor O'Hara went through a nine page initial post-mortem report and explained that from his examination he considered the causes of death to be pneumonia, dehydration, gastroenteritis and cerebral oedema. Whilst we were pleased to have an opportunity to meet the Pathologist, we were still left with unanswered questions and I certainly was left with a query as to why Lucy had collapsed within hours of being admitted to the Erne Hospital with a relatively common tummy upset. The second stage of the investigation was to request Lucy's case notes from RBHSC on 19 July 2000. I arranged a follow up meeting with Mr and Mrs Crawford in the Aisling Centre in Enniskillen. We examined the case notes in some detail and I felt it was important that I should contact Miss Colhoun who was the local Coroner. This action was triggered by a comment recorded in the case notes, which suggested a Doctor Curtis in the Coroner's Office had been contacted by a Doctor Hanrahan, RBHSC when Lucy's death was discussed. I felt it was odd that a Coroner's post-mortem had not been agreed. Instead it was accepted that a hospital post-mortem was appropriate when Lucy's heart valves following permission from her parents were removed. I understand that during this period a meeting was arranged for Mr and Mrs Crawford to meet with Doctor O'Donohoe in Enniskillen. I was not present or aware of the details of that meeting. The third stage of my investigation was to request the GP case notes from a Mrs Hazelton, Practise Manager in Erne Health Centre. Having obtained sight of the case notes I felt there was sufficient information to proceed with a request for formal complaints:

1. Mr Crawford completed a patient consent form, which was forwarded to Bridget O'Rawe, Complaints Manager in Sperrin Lakeland Trust. The basis of the complaint

38/36a 11/03

was, "Inadequate and poor quality care following admission of Lucy Crawford to the Erne Hospital".

 A letter to Mrs Hazelton to invoke the practise complaints procedure for the reason of "Inadequate and poor quality care, prior to Lucy's admission to Erne Hospital". The Trust complaint was sent on 22 September 2000 and the practise complaint on 3 October 2000.

On 11 October 2000 I received a letter from the Trust when they had proposed a meeting with Mr and Mrs Crawford to discuss the complaint. On 30 October 2000 I received a letter from the Crawford's which included a complaint that the family did not have any input into the Trust's Review of events. I arranged to meet the Crawfords again on 1 November 2000 in Enniskillen in order to make a decision on the invitation to meet the Trust. The Crawfords did not attend the meeting. I received a further letter from the Crawfords on 30 October 2000 when they requested a copy of the Trust's Review document, which they insisted on having sight of before any meeting with Trust Managers. I wrote to Bridget O'Rawe on 1 November 2000 pointing out that the Crawfords did not have any input to the Review and further requesting a copy of the Review outcomes. A further letter was received from the Trust on 10 November 2000 encouraging the Crawfords to attend a meeting in order to take the complaint forward. A further letter from the Trust on 22 November 2000 offered an explanation of the report process, but did not include a copy of the report. On 24 November 2000 a letter was sent to Bridget O'Rawe saying the Crawfords were still awaiting the Trust's response. I reminded Bridget O'Rawe in January 2001 that the Crawfords still had not received a formal response to their complaint of September 2000. Mr Eugene Fee on behalf of the Trust on 10 January 2001 wrote again to the Crawfords with an invitation to meet. It did appear to me very clearly that at this stage the Crawfords were unwilling to consider any invitation to meet with Trust representatives without first having sight of the report completed by the Trust on the investigation they had instigated following Lucy's death. Without such a meeting there appeared little prospect of a resolution of the matter.

38/36a 11/03

During the period January to March there were several overtures to the Crawford's to encourage the setting up of a meeting. Following the anniversary of Lucy's death on 24 May 2001 I contacted the Crawford family again to seek further instructions. On 29 June 2001 Mr Neville Crawford came to see me in the Hill Top. He confirmed that he had given instructions to the family solicitor to instigate legal proceedings on account of very slow progress on the part of the Trust investigation. I regretted his decision and explained that it meant that the matter would follow a legal process between the Trust and the family and in these circumstances, whilst I still offered any help that was appropriate, it did mean that in future the procedure would be followed through by correspondence between two sets of legal people. Early in 2003 I received a report of the death of Raychel Ferguson in Altnagelvin. The parents again asked me for help. In these circumstances I advised them to contact the family solicitor and follow the legal route rather than the NHS procedure. On 19 February 2003 I, with my chairman and members of the WHSSC, attended a meeting in Altnagelvin Hospital when Doctor Geoff Nesbitt provided a review of the conclusions as to why Raychel had died. I was struck by the similarities of the circumstances of Lucy's death three years earlier and was confident that the similarities were too obvious to be dismissed. On 27 February 2003 I wrote to Mr John Leckey, Coroner of Greater Belfast to point out my concerns and I asked did he consider that there were direct parallels in the events leading up to the deaths of both girls and whether an Inquest in 2000/2001 following Lucy Crawford's death may have led to a broader medical understanding of the phenomena of hyponatraemia, which could have led to Raychel Ferguson's life being saved. I was delighted with the thorough matter in which Mr Leckey responded to my letter and the prompt recruitment of expert witnesses. I wish to make it clear that in no way was I a party to any cover up on the part of the Trust to have Lucy's death covered over otherwise I would not have contacted Mr Leckey. I have been shown a copy of a letter marked WRC68 by D/Constable Hall and I can confirm that this is the letter I sent to Mr Leckey. D/Constable Hall has asked me who told me that an Inquest was not necessary. I contacted

38/36a 11/03

Ms Colhoun, the Coroner for Omagh/Enniskillen area, enquiring about an Inquest into Lucy's death. That letter was dated 31 July 2000. Ms Colhoun informed me that an Inquest was not necessary. The circumstances suggested it was probably a death from natural causes.

38/36a 11/03

STATEMENT OF WITNESS

	STATEMENT OF: Stanley Elwoin Millar
	AGE OF WITNESS (if over 18 enter "over 18"):
TO BE COMPLETE WHEN THE STATEMENT HAS BEEN WRITTEN	best of my knowledge and belief and I make it knowing that, if it is tendered in evidence at a
	Dated this 2S day of APRID 2005 SIGNATURE OF MEMBER by whom SIGNATURE OF WITNESS
	SIGNATURE OF MEMBER by whom SIGNATURE OF WITNESS statement was recorded or received
	In 1991 D was agrounted chief Officer of the Western Alastin and social services
	council one of the roles of the council
,	was to assist people who wished to make a
	complaint about me quality or Health and
	social care provided in the Western area.
	The Councel has a totally undependent vote
	A A A A A A A A A A A A A A A A A A A
	appointment I have assisted many festle
	in having meir complaints investigated. I must
	more it clear that me council does not
	unestigate me devails or a confaint.
	The rde instead is to help people to
	ucord meil compaint on papel, and froude
	No to Occapian
	hat no Teust must unestigate a complaint
	uade against it. were are time scall
	That should be followed and the Placess
	is structured at values levels from a
	local interpotion to me NI Ombuorman.
Form 38/36 (Lined)	CONTRACTOR MANAGER MARCON
FPB-1/01	SIGNATURE OF WITNESS

FPB-1/01-

STATEMENT OF	STATEMENT PAGE NO: 2
	in may 2000 I had contact from
a illi	and news Crawford who wholed to
MODD W	10 regarding a complaint. On 5 May
2000	S med Mr Nevelle and Mrs
	Cranfold in Hell Top, Tyrono and
Remoence	ush thospital which is The office of
Mo C	sencel. The cranfoods should with
are M	e ovents which lead up to me
Vean (of more daughter Lucy in the Henry
month	now is Appel 2000: They had
3 ques	nons or main This, I Why do Lucy
die?	2, Could HO! death howe been
Hercente	d? and 3, was someone
responsible	for hes dean? I madily offered
July Su	port to help Them gain answers to really heasonable questions. In order
hose ver	Li reosonable guestions, In Order
	ain me focto 1 pur togener
	nen 1 occompanied her and hes
Crou Hole	of to a moeding in the Mornoly
Or the	large Victoria Nospital in Berfast.
Le met	De Deins O'Hara WW conducted
a hosp	iao Poor Moetem crammotron on
Lucy	Blowing her dearn. De Othara
were ru	ough & nine page inital PORV.
moetem	report, and explanted mad from his
etaminotro	h he considered me causes of
death to	o le premorie, deligation,
	SIGNATURE OF STATEMENT MAKER: NECON
*	

STATEMENT OF:		STATEMEN	NT PAGE NO:
	eches and		
Duild Lo	were please	a to have	au.
offortunity	to meed	The pathologi	ist, we
were steel	Ceft with	imannesed	questions
aid I cel	tacily wo	s left WI	120
Pully 05	to Why	Lucy had	calapped.
Wilhin Lou	is or their	eg admitte	
Gene Hosp	us or Deci	a relatively	common
himmy u	pset. The	Second S	tage of
The thirds	gloton wa	s to legu	est huces
Case ustes	fon 1	RBHSC ON	15 July 2000
9 alranged	o follow	up moetino	wilh
ile ad	lls Crawfo	old' in M	10 Aisling
Clarke in	Gruskille.	Le evan	unad the
case uster	un Somo	devad a	e lelr u
was importe	ers hav	Susuld c	confect Mus
Collegen W	ils was the	wal u	peono(1) Mus
ector Do) triggered	by a	Congled
recorded in	me cosc	word when	Ch suggested
O De Cue	hs in the	e COLOMOIS	Office
had been	corrected t	by 0 De	Nauvahan
RBITSC DL	ien Lucys		Sos Objectsod.
9 feet it	Nos odd		(seonors
post moetem	had nov	7/1	ead. Instead
W 200 000	epted hat	a les petals	POSV
moeten wer	N I		edy; heal
	lasig peeu		he parely
we removed	J. J. Yund	orand ma	or dellig
	(Morro.
SI	GNATURE of STATEMENT MA	MER Manlege	

	.
STATEMENT OF:	STATEMENT PAGE NO:
nie period a morrig	Des our ouges for
les als illes cranford	o most with oil
10 Donohoe in Guistel	Oer . S) was
in places or arbic	- N no devails
Or mad meeting, The	rued stap or
my meshachen was t	o request No
GP Cosc ustes from a	o Nos Nazelton
fractise manager in Gen	e dealth Colme.
Having obtained signer	OV me case notes
I fest there was suff	cied infolmation to
Placed with a request	for formal complements
1, ill Cranford complete	to a pakent consent
form which was f	owneded to Budge
O'Kanle Complaints	Manager in Spellin
	2 book or the company
Jes! madequate a	d pool quality but
following admission or	Lucy Countain to the
Elmo Hospital.	
2, 1 Kere 12 165	MUZELIIA 113 WUNKE
Me picchese complaints	
· ·	ate and poor quality
cool peux 10 Lucys	
Λ	Y completed was
	on lad the
DICCONS Complain On	3 D Wober 2000.
On 11 Oraport 5000	S lecented a letter
from the Trust when the	ey had pipposed
c wooding with NU OLD	Wis Campia to
7	
SIGNATURE of STATEMENT MAKER:	Mary N ellal

[Lined] PB 12/01

Form 38/36[a]

STATEMENT OF: STATEMENT PAGE NO:	_
discuss me complaint. On 30 Oct 2000	_
I received a letter from the Crawfords which	<u>A</u>
underloop anyloung met me foundly did	_
has how any input outs he hasts keeren	-
a vient . I alange to most me	
Cranfolds again on I Now 2000 in	_
Emiscoler in order to more a decision on	_
no unsiterior to meet me Trady. The	_
Cranfords did not affect me mooting.	-
received a fettos love from the Cranford	<u> </u>
on 30 Our 2000 when they requested a copy	-
of the Track level Document Which help with	Ø
on lasing sight of before any mooting mit	.\
True inaugus:) whole to bedget orange	0
I NOV 2000 I pointing out that the Crown fords	Š
ded not have any unper to the levies and	0
Lestho lequestry of the levices	
OLUCOMES. A FRETLIE PROTEL DOS RECEIVED from MG	۸
Ther on 10 Not 2000 encourage me Crawfor	el s
to carried a meany in arces for take the	
complaint forward, it fulled letter from the	i
Trabo on 22112000 offered an explana of	
no report fracess beet did not include a	
oney of the lepons. On 24 NOV 2000	
5 letter Nos selv 10 berefet Okane saying	
no Granforde were stell awaring he wests	
regionse. 9 remunded Berdger O Rawe in	
Eulory 2001 mar the Crawfolds stell had not	:
SIGNATURE OF STATEMENT MAKER: () (() () ()	

STATEMENT OF: STATEMENT PAGE NO:
heard a formal rupose to meil complains
a september 2000. I'll Eugene fee on
belast of the Trust on 10 Jan 2001
Wite again to the Cranfolds with an
that invitation to most. St and affect to
me very clearly how at this stage mo
Cranford's were unwilling to consult any
unitation to meet with Teas representatives
HILDOUR FREDY howing sight or the tepozo
completed by no that on no auxentgotion
may had instracted following energy death.
Minous such a meeting mere approved little
prosect or a lesolution of the nactel,
Dueig na zerod tan to llord more
the several overables to me Cranifords
to encreax the setting up of a mooting.
following the anniversary or Lucy's death on 24 May 2001 confected the Crawford
family agen to seek Julhar instructions.
On 29 June 200) Ils Nevelle Crawford Came
to see me in Hill Top. De confirmed mar
he had swen instructions to the family
solicitor to instigate Regal proceedings or
OCCDUM & year slow progress on the focus of
The Trust Investigation. I legented his
decesion and explained had it means mar me
mother would follow a legal process between the
Trust and the family, and it these
SIGNATURE OF STATEMENT MAKER:

LC - PSNI

	STATEMENT OF: STATEMENT PAGE NO:
	celcumbrances while I stree offered any
	help man was appreciate it did made
	Mar in fietre men to procedure would
	be followed morgh by especiance
	between No sets or regal people.
	Carly in 2003 I becaised a report of me
	dual of Raychel forguson in Actualling
1	The parents agen asked me for help.
	In mose accountances (advised Tuden
l	to contect me family solicitor and follow
	no legal voute vather man me NHS
Î	sixedole. On 19 Feb 2003 / With My
Č	Chairman and members or the West WISSC
Ľ	actualed a month in Athorphian Hiplan
1	then De Geoff Nesbell Flourded o review
1	y me conclusions as to why laychel
	aid died. D was struck by the similarities
	3 the accumbances or ways deal 3
F	similaiethis were too obvious to be
-	Visitussed - On 27 Feb 2003 D water to
1 :	COCCOCC OV GOOD !!! A.O.
1	to point our my concilus and lasked
	1 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2
C	Jud he consider more mere were differently and less in the events bracky up to
-}	to dealers or soon gills are higher
	en marenst in 2000/2001 following
	Lucy Cranifold) down may have lead
-	
	SIGNATURE OF STATEMENT MAKER:

STATEMENT CONTINUATION PAGE

(STATEMENT OF: STATEMENT PAGE NO:
(to a proader nederal understanding or
	he pherisma or hypons remino. Lince
	could have lead to layoned freguessis
	lik beig saved. I was delighted
	With he mood nactor in which the
	Letkey teppoled to my letter and
	The prompt recruitment of expect withlines.
	S was to move it clear mat in us
(C, C)	way was I a pasty to any over uf
(on the pair or me kust no trove Lucy
	death covered over omerwise I would
	mor howe contacted W Lectery 9
•	
•	
	letter D sent 10 Ms Lockey. Stanichie
	theel has asted me who toke me man
	an Inqueor Dos NOV necessary. I contained
	Ms Colhaun, me coesonor for Omage,
	Brunkellen ales, engung door an
	usual into Lucy's death: That letter was
1	deled 318 July 2000. Ms Colhoun informed
	me har an inquest was not necessary;
Steph	CS-CF 100 Wheal cauxing The culcumstances
	Suggested W War Probabby & death from
,	nchual causes.
(
Form 38/36[a] [Lined]	Mon Q of P A / 1 2 N'S
PB 12/01	SIGNATURE OF STATEMENT MAKER
· ·	

LC - PSNI