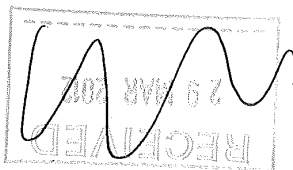


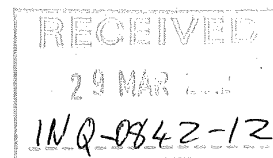
2 Franklin Street, Belfast, BT2 8DQ  
DX 2842 NR Belfast 3



Your Ref:  
BPC-0124-12

Our Ref:  
HYP B04/01

Date:  
23.02.12



Mr B Cullen  
Solicitor to the Inquiry  
Arthur House  
41 Arthur Street  
Belfast  
BT1 4GB

Dear Sir,

**RE: INQUIRY INTO HYPONATRAEMIA RELATED DEATHS**

I refer to the above and your letter of 30.01.12 (BPC-0124-12). I am instructed that the Trust wrote to Professor McAleese enclosing a copy of Trust policy TP 22/98 and she replied as follows: -

"I wish I could be of some help to the work of the enquiry but suspect that the passage of time has rendered any such help of relatively low value. I have a recollection of asking for and receiving a copy of the then Trust Policy in place for the management and conduct of formal and informal complaints, the document you refer to as TP/6/95. I regret however that I no longer have that document in my possession having confidentially disposed of all documents relating to my term as a Board member, some time ago. I also have a recollection of raising at meetings of the Complaints committee, concerns about the way in which information of critical interest to patients and relatives was recorded as paucity of such information could have the effect of subsequently rendering ineffective those part of the policy designed to ensure the fullest disclosure. Those comments may (or may not) be recorded in the minutes of the then Complaints Committee. That Committee's "guide" would of course have been the prevailing trust policy for complaint management."

I am instructed that Professor McAleese also confirmed that the documentation the Minutes refer to would have been the earlier version TP 6/95 which is obsolete and is not still available which means it cannot be traced.

Yours faithfully,

*Providing Support to Health and Social Care*



Joanna Bolton  
Solicitor Consultant  
Email: [REDACTED]  
Tel: [REDACTED]