

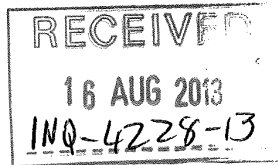


Business Services  
Organisation

## Directorate of Legal Services

— PRACTITIONERS IN LAW TO THE  
HEALTH & SOCIAL CARE SECTOR —

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



Your Ref:  
AD-0604-13

Our Ref:  
HYP B04/05

Date:  
16<sup>th</sup> August 2013

Mrs A Dillon  
Solicitor to the Inquiry  
Arthur House  
41 Arthur Street  
Belfast  
BT1 4GB

Dear Madam,

### RE: INQUIRY INTO HYPONATRAEMIA RELATED DEATHS – RAYCHEL FERGUSON

I refer to the above matter and to your letter of 1<sup>st</sup> July 2013. I am instructed by the Belfast Trust to reply as follows: -

10) I am instructed that Pauline Webb was Patient Liaison Manager within the Complaints Department of the Royal Hospitals Trust. She was routinely copied into matters pertaining to patients and/or their families and frequently attended the Coroner's Court in her role as a Patient Liaison manager. Mrs Webb retired from the Trust in 2009. The Trust Complaints Department has confirmed that it does not hold any records relating to Raychel Ferguson.

11) The Trust Pharmacy Department is currently working on providing this information. However they have been unable to access archived information for Jan 2000 – Dec 2002 and have sought the assistance of the IT department to retrieve same. I will forward the requested information to you upon receipt.

Yours faithfully

Joanna Bolton  
Solicitor Consultant

*Providing Support to Health and Social Care*



INVESTOR IN PEOPLE