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
# Countess of Chester Hospital

NHS Foundation Trust

Our Ref: SH/AK/LL

The Countess of Chester Health Park  
Liverpool Road  
Chester CH2 1UL

**PRIVATE & CONFIDENTIAL**

Direct Dial: 01   
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Lucy Letby

**Personal Data**

26<sup>th</sup> October 2016

Dear Lucy,

Following our meeting on Thursday 20<sup>th</sup> October 2016 with Karen Rees, Head of Nursing Urgent Care, and Hayley Cooper, RCN Representative & Staff Side Chair, where Alison Kelly, Director of Nursing & Quality and myself were also in attendance, Alison and I would like to provide a summary of the points we discussed within the meeting. This was a follow up to our initial meeting with you on Wednesday 5<sup>th</sup> October 2016. We again explained that this was an informal meeting and that a separate process was underway to address the points raised within your grievance.

Alison and I thanked you for meeting with us at our previous meeting and you explained that you were concerned that you had heard through a handover process within the Neonatal unit that the external report had been received by the Trust at the start of the week. Alison explained that the draft report had been received but that it was received on Tuesday 18<sup>th</sup> October and no earlier. She added that she was unsure how this information had been relayed to you but that it was factually incorrect.

You asked if there was then a "deep dive" clinical review required as part of the external review and what the process and timescales were for this. Alison explained that this was a recommendation of the external review and that this was advised on the receipt of the initial verbal feedback of the review. She added that it was hoped that the timelines for this "deep dive" clinical review and the receipt of the draft report would be aligned but as we were working with external colleagues, this had not been possible. In addition, I added that due to the complexity of pulling together the clinical records in the Trust, this process has taken longer than anticipated and that the clinical review had now commenced. You asked Alison and I what the timescales were for this being completed and we both explained that we did not know this at this stage but would try to obtain some clarity on this information from Mr Harvey, the Medical Director, who was leading this piece of work. Unfortunately, Mr Harvey is currently on leave so we haven't been able to get the timescales for you but we will aim to provide you with an update on this when we next meet.

You explained how you had now been off the unit for 16 weeks and that you just wanted to return back to the team. Both Alison and I acknowledged this position and explained that the draft report needed to be reviewed and it would be a Board decision around considering the information. We explained that we would represent your concerns within the Board conversations and would continue to keep you updated on how this was progressing. As part of this, we agreed that we would all meet again in two weeks' time and this meeting has been arranged for Wednesday 2<sup>nd</sup> November 2016 at 1pm, again in Karen Rees' office.

You asked about the grievance process and who would be hearing the grievance. I explained that Dr Chris Green, Director of Pharmacy, was acting as the investigating manager and that Alison had arranged for an independent, external manager to hear your grievance, to support the independent review of the information and to support you as best as possible. I have asked for a letter to be sent to you explaining who will be hearing the grievance, which is planned to be heard on 15<sup>th</sup> November 2016. In the meantime, I can confirm that Annette Weatherley, Deputy Chief Nurse, University