



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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I&S

Lucy Letby

PD

26th October 2016

Dear Lucy,

Following our meeting on Thursday 20th 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 5th 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 18th 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 2nd 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 15th November 2016. In the meantime, I can confirm that Annette Weatherley, Deputy Chief Nurse, University

Chairman Sir Duncan Nichol CBE

Chief Executive Tony Chambers



Hospital of South Manchester NHS Foundation Trust will be hearing the grievance with Dee Appleton-Cairns, Deputy Director of HR, also present to support Annette.

Both Hayley and yourself asked why you were temporarily redeployed from the unit and that this was extremely difficult for you. Alison and I explained that we absolutely understood this and thanked you for remaining in work. I explained that you were not under investigation but that we had temporarily redeployed you as a supportive measure as it was a vulnerable environment with some of the comments we had been made aware of. We explained that you may want to raise this further within the grievance hearing but recognise that we should have been more open with you at the start about this issue. You explained that you had a right to know, which we acknowledged.

We talked about when you return to the Unit and I asked you what you would want to ensure you were supported as best as possible on your return. You explained that you would be keen to return as soon as possible after a phased period. Karen reiterated that she would ensure that this was planned with you and Hayley so that you felt supported throughout the process.

During the meeting, I asked if you needed any additional support and if you were still receiving clinical updates from the senior team within NNU. You advised that you had not met with Eirian or Yvonne recently. Karen and I assured you that we would follow up on this for you and I now understand that this has been reinstated now that Eirian is back from annual leave. Both Alison and I reiterated that we were concerned around your health and wellbeing and that we needed to continue to check with you if any additional support was needed.

As you requested within our meeting, I have enclosed the Grievance Policy for you so that you have guidance on how the process is undertaken.

Both Alison and I again acknowledged that this is an extremely stressful situation for you and we all agreed that it would be helpful if we could meet again. As stated earlier, I understand this meeting has been arranged for 1pm on Wednesday 2nd November 2016, in Karen Rees' office. As we discussed in our meeting, whilst we know that you have support already available from Occupational Health, please be aware that the service can be accessed at any time by telephoning them direct on 01 I&S

Yours sincerely,

Sue Hodgkinson
Director of People & Organisational Development

To contact my PA, please contact Debbie Cleverley on:

☎ 01 I&S
✉ debbie.cleverley@ I&S

cc: Alison Kelly, Director of Nursing & Quality
cc: Hayley Cooper, RCN Representative & Staff Side Chair
cc: Tony Millea, RCN Regional Officer

Enclosed: Grievance Policy