

DM/KB

19 November 2012

**Private & Confidential**

Ms Paula Stevenson  
c/o Irwin Mitchell  
Solicitors  
Imperial House  
31 Temple Street  
Birmingham  
B2 5DB

Manchester Post Room

29 NOV 2012

Dear Ms Stevenson and Mr Fullerton

**Re: Your daughter Hayley**

Following the verdict of the inquest into your daughter Hayley's death, and our admission of liability in respect of your clinical negligence claim, I am writing to offer my sincere apologies on behalf of Birmingham Children's Hospital once again for the sad loss of your daughter.

As interim Chief Executive Officer, I would like to offer you the full and unreserved apology you and your family deserve. As a parent myself, my heart goes out to you and your family, and I will do everything I can to ensure something positive comes out of this for the other children and young people that we care for. I cannot even begin to imagine what you and your family must have been through during Hayley's time on Ward 11, and indeed over the last three years without Hayley in your life. I have been in contact with Sarah-Jane Marsh who would like to add her own personal apology for the pain that you have suffered in losing your daughter in such a traumatic way. What happened to Hayley is something that no one involved will ever forget.

We have established a 24hour Rapid Response Critical Care Team called PACE (Paediatric Assessment Clinical Intervention and Education), staff are currently undergoing training and this will be in place from January 2013.

I am fully committed to overseeing the implementation and successful running of the Rapid Response Critical Care Team, alongside the other learning from Hayley's death, including taking on board the Coroner's recommendations in his Rule 43 letter. I have spoken to the Chief Executive of the Royal Berkshire Hospital NHS Trust, and will ask our PACE implementation team to follow up the Call4Concern system to ensure we learn lessons.

If you are willing, I would very much like to reopen the line of communication between yourself and the hospital, as you have a unique insight and personal understanding of the issues. This will help us to understand how we can continue to improve our services, alongside our new Hospital at night Bleep IT system and our PACE rapid response team.

If you would like to follow this up with me, I would be happy to send you regular updates on the progress we are making in changing the way we deliver care, so you can see my personal commitment to honouring Hayley's memory.

Yours sincerely

A handwritten signature in dark ink, appearing to read 'David Melbourne', with a large, sweeping flourish extending to the right.

**David Melbourne**  
**Interim Chief Executive Officer**