

08/04/04 St Ann's - LG [redacted] file #31

Phoned and spoke to LR [redacted] (on their mobile)

I put to her that we are quite clear Towards Healing has been followed

Key to Towards Healing is its spirit and principles

Adapted to each cases – always been intended to be that way.

Not a literal document

She said that they have a number of concerns

- Don't feel that matter was even negotiated with the families
- Other mystery – how we arrived at decisions

Communication issues

From beginning they believe that there are issues are about process – not closure for them

I asked what would help bring closure for them?

She said that they are looking for answers about why things didn't happen

She gave an example of how LG [redacted] was recently at the LG [redacted] with a serious illness. The problem was not diagnosed accurately

Ended up in LG [redacted] – very ill, drained 8 litre stuff from his stomach

Wrote to LG [redacted] Management and a meeting within a week – sat around table – the acknowledge they got it wrong – felt listened to. Feels the Church should do the same thing. Wanted to know if Archbishop would meet with them.

Communication is biggest issue – felt has not been handled well

Requested that I write confirming the earlier part of our conversation