

Dear parents

On behalf of the Trust I'd like to express our gratitude to you for contributing to Eleanor Grey QC's review of children's heart services at our Children's Hospital. I know this could not have been an easy process to take part in.

I would also like to apologise to you for the things we got wrong. I am deeply sorry for when our care fell below acceptable standards, and for not supporting some of you as well as we could have. We know this must have added greatly to your distress at a very difficult time. For this we apologise unreservedly.

Parents have played an important role in bringing about significant changes in our practice and improving our care. We are committed to building on the work we have done so far by studying the recommendations in the reports on our services, and rapidly making improvements where we need to do so. We are also committed to strengthening our partnership with families and staff and continuing to work closely with the support groups that are already working alongside us. We know this is the basis of delivering safe and effective high quality care. I want to assure you that your contribution to the review will help us improve the services we provide and the way we support children and their families.

Because Eleanor Grey QC's investigation and work has been an independent process, conducted quite separately from the Trust, we don't know who contributed to the review. So I cannot directly contact you. But if you would like to contact me personally, please do so via [ChiefExecutive@UHBristol.nhs.uk](mailto:ChiefExecutive@UHBristol.nhs.uk); via our LIAISE office on 0117 342 7444 (Monday to Friday, 10 am to 5 pm), or by letter to Trust Headquarters, Marlborough Street, Bristol. BS1 3NU. I would welcome the chance to arrange a time to say sorry in person. In addition, if you would like to register your interest in getting involved more closely with us and in helping us strengthen our partnership working with families please do so via these same contact points.

There is a small group of parents who also contributed to the independent expert case note review who have shared their individual reports with us. We want to fully consider these reports and will respond to these parents personally in the coming weeks.

Yours faithfully



**Robert Woolley**  
**Chief Executive**