Speaker 2 (Mr Cordell):
Hello, how are you doing?
Is it possible to speak to a line manager for the mental health department for Enfield please?
Or somebody who would be available today?

Speaker 1 (Switchboard):
A line manager?

Speaker 2 (Mr Cordell):
Yeah, or a manager of some form.
A director.

Speaker 1 (Switchboard):
May I have your name?

Speaker 2 (Mr Cordell):
Mr Simon Paul Cordell.

Speaker 1 (Switchboard):
Do you work for the Trust, or are you a member of the public?

Speaker 2 (Mr Cordell):
I'm a member of the public that the Trust represents.

Speaker 1 (Switchboard):
I don't know who the manager is there, but I can put you through to the Home Treatment Team in Enfield and you can ask them.

Speaker 2 (Mr Cordell):
Yes, that will do perfectly.
Do you have a direct contact number for them please?

Speaker 1 (Switchboard):
Yes.
0208 702 3800.

Speaker 2 (Mr Cordell):
3800.
Thank you.
Can you pass me through on the switchboard also?
Have a good day.

Speaker 1 (Switchboard):
Yes.

Speaker 2 (Mr Cordell):

Alright, perfect.
Thank you.

Speaker 1 (Automated Message):
This is the referrals line for patients who are in a mental health crisis and also the call screening service for the Home Treatment Team.

Speaker 2 (Mr Cordell):
Hello, how are you doing?
Is it possible to speak to a line manager, or a manager of some form, or a director please?

Speaker 1 (Home Treatment Team):
Who is calling please?

Speaker 2 (Mr Cordell):
Simon.
Mr Simon Paul Cordell.

Speaker 1 (Home Treatment Team):
Paul Cordell.
What is your date of birth?
Are you the patient?

Speaker 2 (Mr Cordell):
No, I'm not a patient.
I'm somebody that you're trying to entrap into being a patient.
The company is trying to entrap me into being a patient.

Speaker 1 (Home Treatment Team):
Okay.
There's no line manager or director on duty today.
It would have to be from Monday onwards.

Speaker 2 (Mr Cordell):
Okay.

Speaker 1 (Home Treatment Team):
And you need to contact Patient Experience.

Speaker 2 (Mr Cordell):
Pardon?

Speaker 1 (Home Treatment Team):
Yes.
Call back on Monday and we will give you the telephone number to call.

Speaker 2 (Mr Cordell):
Okay.
That is perfect.
Thank you.
You have a good day then, madam.

Speaker 1 (Home Treatment Team):
Thank you.
Bye.

Speaker 2 (Mr Cordell):
Okay, bye.
