Transcription

Thank you for calling NHS Resonation, formerly the NHS litigation authority. Please select from the following options.

Press 1 for claims management.

Press 2 for practitioner...

1. Press 1 for clinical claims enquiries.

419. 25th Street, Miami.

Hello, may I ask who I'm speaking to please? - Yeah, Deidre Downward? - Pardon? - Deidre Downward? - Davie Down. - Deidre. - Deidre Down, how you doing, Deidre? My name is Mr. Cordell, Simon Cordell. How are you doing? I just had a few general inquiries. I've been through patient experience and emailed them an official complaint and so forth, but just a few practicalities inside of it. And I didn't really resolve the issues as I thought they should have been resolved with the people that I was putting the complaints in against.

Redrafted a report and I would like to be able to hand that report over to yourselves and I've built a website and that website also describes some of the problems that I've had with the NHS alongside other government departments. I was wondering if, basically first am I free to refer right people to continue with the and to try and resolve the issues? Secondly, is that correct? Am I free to somebody that could help me be able to resolve these issues? or is it about submitting a claim in the NHS class?

Yeah, I've had dealings. Can you actually explain to me the actual framework a bit of when you are dealing with complaints? Because there's patient experience, you are, what department are you? Your NHS resolution, then you can actually write to the National, to St Anne's Hospital, the mental health department, because that's who I'm dealing with, that's what my complaint is against the mental health department. And so I've wrote to them, I've had dealing with them, I've had dealing with patient experience, and now your resolution. Which one is the actual door that you should go through when dealing with a complaint?

The trust directly because they don't want to deal with the complaints, not us. I've been advised to, because I've put a subject access request in on the 4th, I've been advised by specific people that I've recorded to deal with my issues externally, so not internally, so not with the Trust. So I chose to, in regards to that, I chose, well, there's the Omblishman, I can go to, Citizens Advice, as most would know.

And I also understand that the insurance companies that represent these buildings you'd get public liability and employers liability now an insurance company is its own regulator and if I request off of you say we have a car crash today and I request off of you that we haven't though that's just a scenario and I request off you your insurance details normally you have 14 days to give me your insurance details because where they're their own regulators they can do their own So if you're talking about public liability and employee liability, so is it an incident that happened at the Trust because we would deal with the public liability aspect of it?

Yeah, you deal with public liability issues and that can cover when any member of the trust itself is in the public, when they're working on behalf of the company also as well as on site, is that correct? So are you a contractor and something happened at the trust so then that would fall, so wouldn't you have your own insurance then?

No, I'm saying if I'm a member of the public and I am now, the mental health team come from Chase Farm Hospital for instance or from St Anne's team, they come out of the hospital site but they're working for the company, now their public liability does cover them while they're off of site, while they're dealing with company issues. And I've been dealt with in this manner and I have a large amount of complaints. I've drafted a complete report on a website as I've explained, horrificcorruption.com and I would like to be able to make a claim against them. Thank you. So, I'm just going to have to just run through and take a look at the... Thank you.

Hello? Sorry, somebody just knocked at my door. Sorry to be... So you can talk now? Yeah, of course. So you're saying that the employees, they lift the site? Yeah, all the doctors come. I've basically stripped Rio and I've stripped it with a FOI, Freedom of Information Act. I've put all of that into a complete diary. Now I've been recording the Trust. The Trust has been trying to say that I had a mental illness. I can prove that the trust, that members of the, well I stripped, I didn't just strip Rio, I stripped all of the council's computers who were attacking me and all of the police's computers, I've stripped everyone's computers, I went and done citizens advice, I've done IPOC, I took all of the information they hold on me under my DPA 98 and GDPR. And I've done a complete diary, peer all in to all, I've all brand new texts, wrote brand new PDF books for it. Now I've been phoned, one day I wasn't in my house and the council decided, because they put me on a nine year curfew and forgot to arrest me and set me up, I could never have done what I was being accused of and I could prove it. The police started putting pressure on the NHS, on Merlin, to come over to get me. Now, I wasn't in my house. They set me up completely and thought I was in my house, yeah? And they made up some processional order, then they made another injunctional order, then another injunctional order, then another processional order that I won, and then this ASBO. So now, whatever... Where they've been trying to cover all of this up they've been putting stress onto the NHS and sending it now the NHS I've got all their release notes and their release notes blatantly say yeah what they blatantly say is yeah we're going to label him that he's got mental health conditions and then every day they've gone into Rio into a forum and there's like six doctors a day three doctors every day going in there planning how they're going to get me onto medication they've took me to the hospital on an assessment when I've been assessed right about I think it's about 73 times I last counted. The doctors have come to my house and wrote about me on the average of over 900 times. But I've never been diagnosed with a mental illness. I've never had to take medication. But they've tried to mislead me. They wrote a massive list down of different tablets they're going to put me on, the worst tablets and the things that they're going to do to me. When I'm phoning them, they've been saying to me, you do know that we kill people that are on section, don't you? Yeah, and all that, and people that do complaints, and I've got all of this on recording, yeah, and the rest of it, where they've been trying to avoid disciplinary action. I would like to prosecute for malicious prosecution, targeted malice, yeah, and... So, malicious prosecution and malicious process. Now, I understand that this is my legal right and if these do something to me, this is what their insurance protects them for. I've wrote the complaints and I have it all drafted and I would like to go through this with yourselves or with somebody that's official that would handle this with due diligence. I do not want no gross misconduct on your behalf or negligence on your behalf. I just like a fair process which is right to my equity, right to Equity Act 2010 for no

diversity or anything. I just like a fair chance with what I've presented. The videos, every time that they've come to my house I've recorded them all. I've done everything. I can prove so much misjustice and miscarriage. It's unfair for me to have to suffer through these people being allowed to work any longer than any other person. Okay, so what it does sound like is that you're actually referring to clinical negligence, so it's got nothing to do with any public liability or for your liability. So what you have to do, you have mentioned that you've written to the trust with a complaint.

Yeah, that's correct. You've written to them before, so you have to let them know that you would actually like to bring a claim against the trust. And then um so what that will do is escalate your case um and it will come to us through the NHS revolution but you have to go to the trust in the first instance I have to go to the trust in the first place What policy does it? Because I put a subject access request in on the 4th of the 4th 2019 and I've said to them I request your insurance details for the years from 2014 to 19. I would like you to display your public liability insurance policies and any specialist policies for staff to maintain the running objectives of their company and of the company and basically so I've asked for the liability and I've asked for anything else that would protect them and they refused to write back to me, refused to acknowledge my emails. I have receipt of all of this so I don't see why I should have to suffer because of their negligence even further. What this thing says, things should be dealt with in a fair time process and it says it in all of their policies of equality and the things that they publish out on the 31st of every month, every three months to meet the the the equity act. They come for something that you do have to pick up with a trust so that's not something that we can assist you with here. What policies would I be after? Because if you're saying it's not going to come off the liability, where would this, would it come directly out of the trustee's account? That's right, they would be able to assist you and to tell you which information is available to you, but in the first instance they would be able to assist with any documents that you need relating to your case. Okay. Because we wouldn't give that out. You don't We don't have access to... But who does... The Director to Resources and Development does, who used to be the old recipient holder for the company. The company is built under a constitution, a constitutional of rights, which means it's a government company. It's stated in oath that this company here is set out to help the people, the NHS and the same... The first hospital was built in 1941, weren't it? Or something around that stage, London Royal Hospital, which was to protect lungs, livers, hearts and diseases and the rest of it. I've got all the history here of how it was built and I understand how the company structure works, yeah? And I don't think that what you're explaining to me is correct. There is a receipt holder recipient who's in charge of all of the articles of association to that company. And is in charge of anything, resources development and finances and if I write Enfield Council whistle blowing policy for instance into Google it will show me who the developer of resources is and who that person is. You must surely know them if you are in your revolution team and know who that person is because they're in charge of your whole department and any other departments of subcontracted that are maintaining these references. Financial resolution. So who is the director to resources and development and who is the receipt holder for the finances for the company and the articles? And who do I have to address my complaints to that can deal with things in a fair time and with a fair response?

Okay, I appreciate that.

Okay, madam. Thank you. Thank you. Have a good day. Goodbye.