Transcription

Thank you for calling NHS Resolutions, formally the NHS litigation authority. Please select from the following options.

Press 1 for claims management.

Press 2 for practitioner performance advice, formally the National Clinical Assessment Service.

Press 3 for primary care appeals, formally the Family Health Services Appeal Unit. Press 4 for safety and learning.

Three. Hello, sorry I couldn't hear your name. Hello, Joanne. My name is Mr. Cordell, Simon Cordell, and I'm just a member of the public. I've been right in trying to solve an issue that I have with the NHS, and basically while I was in their care duty of care, and I've basically been looking for the Director of Resources and Development or a person that could help me be able to put a claim through on the NHS and I've been put through to your numbers to the resolution team and my... Now... Hang on just one more, all the claims, most of the claims have been dealt with in London. In London? Er, yeah. Okay, and where are you based? We're based in Leeds.

Oh you're based in Leeds? Yeah we don't deal with claims. There is a claims department here but it depends on... Leeds is far away, I want the London lot.

Right, can I give you their telephone number then?

I've got a phone number to go through to them but every time I ring it, it goes to answering machines and you can't get hold of anyone.

Okay, I'm not sure why it's doing that, but can I just check, have you got the telephone number 020 7811 2700?

2700, that's the number that I've got, that's correct.

Right, well that is the main telephone. That's the number that I rung now to get to it and it's put me through to you. Button number three puts me through to you. Button number one puts me through to London and button number five puts me through to London. But both one and five answering machines.

I will do. I've put an FOI in, in regards to getting the insurance details off of them, because I wrote a report and everything, but they won't reply to my FOI since the 4th of 2019 because I was following pursuit for malicious process, malicious prosecution, targeted malice and harassment and so forth. I've built a complete report, I've stripped all of their computers and everything, every single one of them. They've been in the forum Rio every day, planning to kill me, basically. I've got recordings of speaking to their employees and they're going, you do know that we kill people in the NHS that are put on section and all. I've had a really bad ride with them all. So I've got all the doctors' names and I just want to go through the procedures to get through it. I'm going to let yous out down in these, have a good day and a good evening. I hope everything goes well for yous.

Okay. Can I give you, if you're still struggling to get through on the London number, can I give you the London number, which is for the lead claim team, so they still might be able to help you.

Yeah, I'd appreciate that. It's 0203... 0203... 928... 928... 2005. 2005.

Thank you, madam. I hope you have a good day.

Okay, then. All right, goodbye. Bye, man. I heard it. I have the leads number for claims as well. It's like you've won.