Transcription

Press 2 for Practitioner Performance Advice, formerly the National Clinical Assessment Service.

Press 3 for Primary Care Appeals, formerly the Family Health Services Appeal Unit.

Press 4 for Safety and Learning.

Press 5 for all other enquiries.

Press 1 for Finance and Corporate Planning.

Press 2 for Membership and Stakeholder Engagement, including events and press enquiries.

Press 3 for IT and facilities.

Press 4 for any other enquiries.

Hello, can I ask who I'm speaking to please?

Hello Sally. Are you based in the London branch?

Um, NHS Resolution, yeah. Yes, I want to make a claim against the NHS and I would like somebody to be able to go through the process with me and help me and take my claim off me. Can you put me through to someone that may be able to do that if it's not yourself?

Um, you've come through to admin, so, um, you know the trust.

The NHS sent ANZ itself the first floor?

What are you on about NHS?

The NHS Trust itself.

What are you on about the Resolution Centre in Buckingham Palace?

The Trust that you want to make a claim against?

Yes, I've got Lucas House that I'm making at Edmonton. I also have Chase Farm that I would like to make a claim against. I also would like to make a claim against Silver Street Branch and Chase Farm Centre and Hospitals for two separate occasions.

Silver Street branch opposite the Civic Centre definitely. Lucas House and all the managers in there, Simon Clark and that, down next to Edmonton. And I also would like to do my GP, One Night in Girl Road. So there's five of them and I've got the paperwork and all the evidence I need for every individual case all lined up perfectly. I've got all the evidence from their computers and everything I can need. I just need somebody to sit down with and present my case to and I'm sure I'll be the beneficiary of everything at the end of it all.

Thank you madam. Mr Cordell.

All right, thank you.

Okay. If I give you the direct dial for the clinical claims helpline that's here. Any helper do I appreciate.

Can I take the number then please?

It's 0207 811 2761 3761. You're an angel. Thank you. Have a good day madam. Okay. Bye bye.