

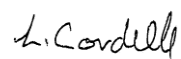
Miss Lorraine Cordell
23 Byron Terrace,
Edmonton,
London
N9 7DG
14/08/2013

To Whom It May Concern:

I wrote a letter to you on the 05/05/2013 about the bedroom tax I still have not heard anything and ATM I am paying the bedroom tax please can someone get back to me.

I am enclosing a copy of letter I wrote on the 05/05/2013.

Regards

A handwritten signature in black ink, appearing to read 'L. Cordell'.

Lorraine Cordell

Overnight carers

- Do you or your partner have a carer or carers who stay overnight in your home?
- Do you rent your home from a private landlord?
- Is the overnight care provided by a carer or carers who do not live in your home?
- Do you have a room that your carer or carers use to sleep in overnight?

If the answer to all these questions is yes, then from April 2011, in some cases, this could result in an increase in the Housing Benefit that you receive.

However, there are other changes to the Housing Benefit rules coming into effect that may change the amount we can pay. This means that all of your circumstances will need to be considered under the new rules to decide whether you can get more money.

Even if your Housing Benefit doesn't increase as a result, it is still in your interest to tell us if you have an overnight carer. Therefore please fill in and return this form.

For further information and an explanation of all the changes to Housing benefits from April 2011, and frequently asked questions that you may find useful, visit our website: www.enfield.gov.uk/benefits

How to contact us

You can contact us by phone:

Benefits helpline	020 8379 3798
Textphone Service	020 8379 4998
Complaints Line	020 8379 4629

Phonelines open
Monday to Friday 8.30am to 4.30pm

Contact us by e-mail: revs@enfield.gov.uk

You can also **visit one of our helpdesks**, which provide a professional and friendly one-stop service, at the following offices:

Main helpdesk:

John Wilkes House

79 High Street, Ponders End, Enfield, EN3 4EN
Open Monday to Friday 9.00am to 4.00pm

Other helpdesk:

Civic Centre (Ground Floor),
Silver Street, Enfield, EN1 3XW

Open Monday to Friday 9.00am to 4.00pm
Late afternoon appointments available at the Civic Centre - Tuesday and Thursday late afternoons (by appointment only)
Appointment Line 020 8379 4992

For picking up forms and handing in documents, plus an appointment service:

Edmonton Centre (1st floor above library),
36-44 South Mall, Edmonton, London N9 0TN
Open Monday to Friday 8.30am to 5.00pm

To arrange a Home Visit: 020 8379 4779
(for those who are unable to visit a Helpdesk)

For information about housing benefit and council tax visit our website:
www.enfield.gov.uk/benefits

housing benefit

www.enfield.gov.uk/benefits

Extra bedroom for overnight carers

Changes from April 2011

Do you or your partner have an overnight carer?



www.enfield.gov.uk/benefits

Extra bedroom for overnight carers

Housing Benefit Claimant's Details

Name: Lorraine Cordell
Address: 23 Byron Terrace
Edmonton
London
Post code: N9 7DG

Details of the person receiving care

Name: Lorraine Cordell
Date of birth: 03 / 10 / 1963
When did the carer/s start to stay overnight?
for many years now
Date: / /
Is the person who is receiving care getting :
Attendance Allowance? yes no
Disability Living Allowance, Care component
at the middle or higher rate?
yes no

BCOR

Evidence of your care arrangements

If your overnight care arrangements can be confirmed by Enfield Council's Adult Social Care department you can use the Consent form on this leaflet. This will help the Benefits Service to get the necessary information to support the change to your housing benefit.

Or

You may supply other evidence you may have, for example a medical letter. If so, please state what evidence to support your claim you will be providing:
You May contact my GP and doctors at the hospitals
Dr Warren 1 Nightingale house road
Edmonton London, N9 7DG
Pain Management Dr Das North Middlesex Hospital
Dr Young, teatment for my bladder North Middlesex

Low rate Care
Mobility Rate High

Consent form

This consent form authorises Enfield Council's Adult Social Services to disclose relevant information about my care arrangements to the Benefits Service for the purpose of assessing the Housing Benefit claim.

I understand that I may withdraw my consent to the disclosure of such information at any time by writing to:
The Benefits Service, PO Box 63, Civic Centre, Silver Street, Enfield, EN1 3XW.

Name:

Signed:
(claimant/partner of claimant/appointee/ legal representative - delete as appropriate)

*

* If the information required relates to care arrangements for the customer's partner, the partner (or their legal representative) should sign this form.

Date: / /

Please return this form to:
Revenues and Benefits, Enfield Council
PO Box 63, Civic Centre, Silver Street,
Enfield, EN1 3XW

From: Revenues And Benefits [Revs@enfield.gov.uk]

Sent: 22 May 2014 11:05

To: Lorraine Cordell

Subject: Auto reply

Thank you for contacting Revenue Information. Your email will be forwarded to the specialised team who will deal with your query and you should receive a response within 10 working days.



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[Twitter](#)



<http://www.enfield.gov.uk>

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This email has been scanned for viruses but we cannot guarantee that it will be free of viruses or malware. The recipient should perform their own virus checks.

From: Revenues And Benefits [Revs@enfield.gov.uk]

Sent: 22 May 2014 13:28

To: Lorraine Cordell

Subject: Auto reply

Thank you for contacting Revenue Information. Your email will be forwarded to the specialised team who will deal with your query and you should receive a response within 10 working days.



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Miss Lorraine Cordell
23 Byron Terrace,
Edmonton,
London
N9 7DG
05/05/2013

To Whom It May Concern:

I am writing this letter due to the bedroom tax that came into force in April 2013.

I believe you will try to charge me bedroom Tax, but this should not be the case as I need someone to look after me and they use the bedroom I have.

I have my family who take it in turns to help me and stay overnight the reason is due to my illnesses.

The problems I have are

Osteoarthritis of the lower spine
Disc Degeneration of the spine
Sciatica both legs are included.
Spine nerve damage
Severe pain.
Hip problems in both Hip and Severe pain.
Narrowing of the spinal canal, compression of the spinal cord
My movement is now severely restricted
Overactive bladder syndrome, which was cause due to an operation that went really wrong.
Bowel problems due to an operation that went really wrong.
Atopic Keratoconjunctivitis eye disease
Suffered DVT which also included a pulmonary embolism
heart murmur aortic valve
Depression

I do have other things wrong with me, but I do need help from my family at all times.

I there for feel that the bedroom tax should not apply to me as the bedroom is being used to make sure I am safe as I also suffer from falls due to the damage to my spine.

I also find it hard to get up when in bed, due to my bladder and bowel cannot get up fast enough.

If you need any more information from me please let me know.

Yours sincerely



Miss Lorraine Cordell

Miss Lorraine Cordell
23 Byron Terrace,
Edmonton,
London
N9 7DG
22/05/2014

To Whom It May Concern:

I am still trying to get a reply to the pass 2 letters that have been sent to you about the bedroom tax, sorry it has taken me a while to get back to you but I have been very unwell.

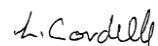
I wrote letters on the 05/05/2013 and again on the 14/08/2013 and have yet to have a reply from my letters I am still paying for the bedroom tax which I should not be due to my illnesses.

Please see attached letters that was sent, can someone please get back to me as soon as possible due to the charge I am being charged is being taken out of the rent that was on my account.

I feel this is very wrong I am an ill person and I feel at this stage nothing is being done to help me I have had not one reply to my letters this is clearly wrong.

This is making my depression and health even worse due to the worry this is causing.

Regards



Lorraine Cordell

From: Revenues And Benefits [Revs@enfield.gov.uk]

Sent: 22 May 2014 13:32

To: Lorraine Cordell

Subject: Auto reply

Thank you for contacting Revenue Information. Your email will be forwarded to the specialised team who will deal with your query and you should receive a response within 10 working days.



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From: Revenues And Benefits [Revs@enfield.gov.uk]

Sent: 22 May 2014 13:32

To: Lorraine Cordell

Subject: Auto reply

Thank you for contacting Revenue Information. Your email will be forwarded to the specialised team who will deal with your query and you should receive a response within 10 working days.



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Miss Lorraine Cordell
23 Byron Terrace
Edmonton
London
N9 7DG
09/02/15

Complaint

To Whom It May Concern:

After I meeting i have had today with my housing officer i have been told that maybe the reason why my form has not been addressed is due to not having my family names on there for my family that help me. But it did not say on the form to include this.

I have been trying to address the issues of me paying the bedroom tax since it started in April 2013 there has been letters and also phone calls and it still have not been addressed. i have not had one reply to any phone calls or letters.

the list of people who help me are

[REDACTED]

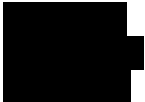
[REDACTED]

Simon Cordell
109 Burncroft Av
Enfield
EN3 7JQ

[REDACTED]

[REDACTED]

[REDACTED]



These are the main people that stay over and help me there not really set days.

Please see other paper work i have sent in with my claim. Can this also be looked at back dating my claim if it is awarded to when the bedroom Tax started.

Regards

L. Cordell

Lorraine Cordell.

Miss Lorraine Cordell
23 Byron Terrace
Edmonton
London
N9 7DG

Please reply to : Toni Georgiou
: Income Manager
: Enfield Homes Limited
: 36-44 South Mall
: London
Email : N9 0TN
☎ : feedback@enfieldhomes.org
☎ : 020 8375 8062
Textphone : 0208 375 8217
Date :

18th February 2015

Dear Miss Cordell,

Re: 841/0 - Stage 0

Thank you for your Email received in this office on 09 February 2015 regarding the following concerns:

1. You are concerned that you had been advised to attend court, in regards to rent arrears, when you state that you are no longer in arrears. You state that Enfield Homes were aware of arrangements made to pay off the rent arrears, prior to court proceedings, and state that you were advised by Enfield Homes that it would "be fine" once the arrears were cleared.
2. As such, you have requested a copy of your rent statement.
3. You are also concerned about the bedroom tax, which you state you should not pay. You are concerned that there has been a lack of communication in regards to this.

Upon investigating the above, these are my findings:

Point 1- You have stated that your rent account was cleared on the day of the court hearing, 7 September 2010, and we should not have requested a Possession order against you. I can confirm, upon checking your rent statement, it was indeed cleared on the day. There is a note on our system that

•quality homes •excellent services •successful communities

Paul Davey

Joint Chief Operating Officer, Enfield Homes Limited

Registered address: The Edmonton Centre, 36-44 South Mall, Edmonton Green N9 0TN

☎ 0800 40 80 160 ☎ 020 8375 8016 Textphone 020 8375 8011

Registered in England and Wales

Registration no: 05789112

VAT registered: 928 3822 03

RNID typetalk

you had phoned on the day of the hearing to advise that you had cleared any arrears owed. In these cases, the advice you should have been given was to attend the Court hearing or if unable to do so, send a representative to the Court with written authority to act on your behalf, to show the Judge the receipts. The judge would have either withdrawn the case or allowed London Borough of Enfield to adjourn with liberty to restore. We did make attempts to contact the officer, who was already in Court, but we were unable to as, quite rightly, their mobile phone was turned off.

Although you did clear your arrears on the day of the hearing, the account went back in to arrears the following week. They continued to accumulate until 28 February 2011, when the Revenues and Benefits (Revs & Bens) department reviewed your application for Housing Benefit and a lump sum was credited to your account. You have remained in receipt of Housing Benefit ever since. However, due to the under-occupancy charge, your entitlement had been reduced by 14%. The credit that was on your account has been gradually decreasing, and now you are in arrears.

The possession order remains live for 6 years, and will remain enforceable until 07 September 2016. As long as the terms are adhered to, we will not be taking any further action against you.

Point 2 – I have enclosed a rent statement going back to 2 August 2010.

Point 3 – At our interview on 9 February 2015, we also discussed the under-occupancy charge, which has reduced your current Housing Benefit award by 14%. In order to assist you, I submitted on your behalf, an application to the Revs & Bens Department for Discretionary Housing Payment (DHP). Upon checking our systems, I can advise you, that your application for Discretionary Housing Payment has been successful and you will be awarded £15.46 per week, back dated to 7th April 2014, the award will be for 52 weeks.

The backdated benefit will be credited to your rent account shortly. This will reduce your current arrears quite considerably and you will no longer be in breach of the original court order. You had also advised that you will be submitting an overnight carers application to Revs & Bens, to exempt you from the under occupancy charge in the future. I can see on our systems, your application is with Revs & Bens and is waiting to be processed, you should be hearing from them shortly.

At the meeting, we also discussed that due to your mobility and medical conditions, it may be beneficial for you to be moved to a more suitable accommodation on one level. You said you did not wish to move and had already sought an Occupational Health assessment to make sure any adaptations can be put in place, to allow you to remain in your current

accommodation. You also said you required a 2 bed as you have overnight carers. If this situation changes and you would like to move, please do not hesitate to contact us so we can assist you in applying for a transfer.

I hope that this satisfies your enquiry, if however you have additional queries or concerns please do not hesitate to contact me.

Yours sincerely,

Toni Georgiou
Income Manager

Consultant Gastroenterologist &
Snr Lecturer in Neurogastroenterology
Dr Anton V Emmanuel MD FRCP

Dr Natalia Zarate-Lopez

Clinical Nurse Specialist in Bowel Management
Julie Storrie RGN

Jorge Liwanag RGN

GI Physiology Unit
Dept of Gastroenterology

University College London Hospitals
EGA Wing, Lower Ground Floor,
235 Euston Road
London NW1 2BU

Tel: 020 3447 9130

Fax: 020 3447 9258

e-mail: faye.holmes@uclh.nhs.uk

web: www.uclh.org

15th January 2015

Dear Dr. Zarate,

RE: Lorraine CORDELL dob: 03/10/1963 (Hospital no: 40814251)
23 Byron Terrace, Hertford Road, Edmonton, London N9 7DG TEL: 020 8245 7454

Thank you for referring this 50 year old woman for trans anal irrigation advice. Biofeedback therapy did not help her symptoms. She has had bowel problems since having a vaginal hysterectomy in 2008. There were post operative complications with a haematoma. Other medical history includes 2 vaginal deliveries and 1 caesarean section. She had removal of a pedunculated sickle polyp at colonoscopy in 2008. She had a laparoscopic cholecystectomy in 2012. She has had a previous recto-vaginal fistula. She has a history of pulmonary embolism. She has bladder symptoms and has had SNS for this. She takes Oxycotin for degenerative back disease and arthritis in her spine. Ano-rectal physiology tests showed low resting and squeeze pressures. An anal ultrasound scan showed the site of the previous recto-vaginal fistula with a track close to the mucosa. A transit study showed normal whole gut transit.

She passes loose to hard stools every 8 to 10 days, with a feeling of incomplete evacuation. She experiences urgency and urge incontinence with every bowel action. Passive incontinence of a pellet of stool occurs every 2 or 3 days. She is incontinent of loose stools every 8 to 10 nights. She experiences abdominal pain and bloating.

I have shown her the Peristeen system and registered her with Coloplast. They will deliver supplies to her and contact her GP for a prescription.

She has not yet had a surgical review with Mr. Navaratnam, regarding the possibility of ongoing fistula. Following discussion with you, I have advised her not to use Peristeen until she has been checked by him and it is confirmed that it is safe for her to insert the rectal catheter and irrigate.

I would be grateful if Mr. Navaratnam would send her an appointment. I will continue to offer on-going telephone advice and support, if Peristeen is deemed safe for her to use.

Yours sincerely

Julie Storrie
Clinical Nurse Specialist in Bowel Management

Cc: Mr. R. Navaratnam. Consultant Colorectal, Laparoscopic and General Surgeon,
North Middlesex University Hospital, Sterling way, London N18 1QX

Dr. J. Warren. Nightingale House Surgery, 1 Nightingale Rd, Edmonton, London
~~N9 8AJ~~

Ms. L. Cordell. 23 Byron Terrace, Hertford Rd, Edmonton, London N9 7DG

Consultant Gastroenterologist &
Snr Lecturer in Neurogastroenterology
Anton V Emmanuel MD FRCP

Consultant Gastroenterologist
Dr Natalia Zarate-Lopez PhD

23/09/2014
NZ1/PRN/MR

Mr Romi Navaratnam
Consultant Colorectal Laparoscopic and General
Surgeon
North Middlesex Hospital
Sterling Way
London N18 1QX

Division of GI Services
Colorectal Physiology Unit

University College Hospital
Ground Floor West
250 Euston Road
London
NW1 2PG

Pathway Co-ordinator: Fateha Ahmed
Telephone: 0203 447 9130
Fax: 0203 447 9218
e-mail: Fateha.Ahmed@uclh.nhs.uk

Outpatient clinic appointments: 0203 447 9393

Switchboard: 0845 155 5000

Gastroenterology Dept

Dear Mr Romi Navaratnam,

Lorraine Cordell dob 03/10/1963
23 Byron Terrace Hertford Road Edmonton London N9 7DG
40814251 NHS number: 4820476580

This patient has been seen in our clinic with symptoms suggestive of a persistent rectovaginal fistula. The patient describes the occurrence of gas per vagina. We have performed an ultrasound in our end and this showed a low anal vaginal fistula just to the left of the midline with fluid tracked anteriorly just to the left of the midline-extending from the anal canal towards the vagina.

You might want to review the patient for consideration of an examination under anaesthesia and repair.

Kindest regards

Yours sincerely

Dr Natalia Zarate-Lopez
Consultant Gastroenterologist

Consultant Gastroenterologist &
Snr Lecturer in Neurogastroenterology
Anton V Emmanuel MD FRCP

Consultant Gastroenterologist
Dr Natalia Zarate-Lopez

15/05/2014
AVE/PRN/FD

Dr Warren
Nightingale House Surgery
1 Nightingale Road
Edmonton
London
N9 8AJ

NHS Foundation Trust
Division of GI Services
Colorectal Physiology Unit

University College Hospital
Ground Floor West
250 Euston Road
London
NW1 2PG

Pathway Co-ordinator: Faye Holmes
Telephone: 0203 447 9311
Fax: 0203 447 9217
e-mail: faye.holmes@uclh.nhs.uk

Outpatient clinic appointments: 0203 447 9393

Clinic: NZ13C. Gastroenterology. 30.04.14

Dear Dr Warren

Lorraine Cordell dob 03/10/1963
23 Byron Terrace Hertford Road Edmonton London N9 7DG
40814251 NHS number: 4820476580

List of Conditions:

1. Cholecystectomy
2. Hysterectomy
3. Lung embolism
4. Colonoscopy in 2008 and more recently with a polyp found on one occasion at her local hospital
5. Overactive bladder with good response to PTNS and now on SNS
6. History of rectovaginal fistulae with endoanal ultrasound in March 2013 showing a tract with a rectovaginal fistula but mucosa in the vagina to be intact
7. History of third degree tear
8. Severe constipation

I have reviewed this pleasant lady in clinic who, as you know, has a history of severe constipation associated with faecal urgency.

Anorectal physiology performed at our centre showed evidence of poor squeeze pressures and evidence of the rectovaginal fistula that I have mentioned before. She has been recommended to reduce oral laxatives but use suppositories instead, but this is not effective in the management of her constipation. She is also undergoing bowel retraining.

From all the above, she would not be a good candidate for anal irrigation.

I would recommend the use of Bisacodyl suppositories but I would like to first check with an endoanal ultrasound the situation of her fistula as she describes a recurrence of gas per vagina. She will contact me and let me know when the ultrasound has been performed and, if normal, I will advise you to prescribe her Bisacodyl suppositories.

Kindest regards

Lorraine C CORDELL
23 BYRON TERRACE
HERTFORD ROAD
EDMONTON
LONDON
N9 7DG

GASTROENTEROLOGY (B) (NZ13A)
GI Physiology
EGA Wing Lower Ground Floor (-1)
University College London Hospitals
235 Euston Road
London NW1 2BU

Telephone 1: 020 3447 7979

Telephone 2:

07 Jul 2014

Dear Lorraine C CORDELL

Your Hospital no: 40814251 Your NHS no: 4820476580

We are pleased to confirm that a follow up appointment has been booked for you.

Your appointment is at 11:45 on 3 Nov 2014

CLINIC: NZ13A CONSULTANT: DR N ZARATE-LOPEZ

Please come to the address at the top of the letter at the above date and time. Please note that you are under the care of the above consultant, but may be seen by a member of their team.

You may bring a friend or relative to accompany you at your appointment, if you wish.

continued/...

Lorraine C CORDELL
23 BYRON TERRACE
HERTFORD ROAD
EDMONTON
LONDON
N9 7DG

First Class Mail

NZ13C
GI Physiology
EGA Wing Lower Ground Floor (-1)
University College London Hospitals
235 Euston Road
London NW1 2BU

Telephone 1: 0203 447 7979

Telephone 2:

28 Mar 2014

Dear Lorraine C CORDELL

We have been asked to see you for a consultation and are pleased to offer you the following appointment:

Patient Hospital no: 40814251 Patient NHS no: 4820476580

CLINIC: NZ13C CONSULTANT: DR N ZARATE-LOPEZ

ON: 30 Apr 2014 at 13:15

(Clinic code for staff use: NZ13C)

It is important to note that there are three or four completely different clinics running at the same time as the one to which you are attending. This means that you may see some people called upstairs to the clinic before you. It does not mean that they are jumping the queue or receiving special treatment.

Continued on next page...

Consultant Gastroenterologist &
Snr Lecturer in Neurogastroenterology
Anton V Emmanuel MD FRCP

Consultant Gastroenterologist
Dr Natalia Zarate-Lopez PhD

10/11/2014
NZ1/PRN/MR

Dr Warren
Nightingale House Surgery
1 Nightingale Road
Edmonton
London
N9 8AJ

Division of GI Services
Colorectal Physiology Unit

University College Hospital
Ground Floor West
250 Euston Road
London
NW1 2PG

Pathway Co-ordinator: Fateha Ahmed

Telephone: 0203 447 9130
Fax: 0203 447 9218
e-mail: Fateha.Ahmed@uclh.nhs.uk

Outpatient clinic appointments: 0203 447 9393

Switchboard: 0845 155 5000

Clinic: NZ13A. Gastroenterology. 03.11.14

Dear Dr Warren,

Lorraine Cordell **dob 03/10/1963**
23 Byron Terrace Hertford Road Edmonton London N9 7DG
40814251 NHS number: 4820476580

I have reviewed this pleasant lady in clinic who is currently having bowel retraining for symptoms of incontinence and she was also recently reviewed with an endoanal ultrasound due to symptoms corresponding to rectovaginal fistula. I have contacted Mr Navaratnam explaining to him the outcome of his investigations so the patient can be reviewed in his clinic. She describes that she opens her bowels once per week but once the rectum is full, she cannot control bowel movements, and that will invariably lead to incontinence. So, she would definitely benefit from the Peristeen irrigation system, as an option, and I am going to ask my colleague Julie Storrie to offer the patient an appointment.

Otherwise, I have discharged her from my care.

Kindest regards

Yours sincerely

Dr Natalia Zarate-Lopez
Consultant Gastroenterologist

Consultant Gastroenterologist &
Snr Lecturer in Neurogastroenterology
Anton V Emmanuel MD FRCP

Consultant Gastroenterologist
Dr Natalia Zarate-Lopez PhD

08/07/2014
NZ1/PRN/MR

Dr Warren
Nightingale House Surgery
1 Nightingale Road
Edmonton
London
N9 8AJ

Division of GI Services
Colorectal Physiology Unit

University College Hospital
Ground Floor West
250 Euston Road
London
NW1 2PG

Pathway Co-ordinator: Faye Holmes
Telephone: 0203 447 9130
Fax: 0203 447 9218
e-mail: Faye.Holmes@uclh.nhs.uk

Outpatient clinic appointments: 0203 447 9393

Switchboard: 0845 155 5000

Clinic: NZ13A. Gastroenterology. 07.07.14

Dear Dr Warren,

Lorraine Cordell dob 03/10/1963
23 Byron Terrace Hertford Road Edmonton London N9 7DG
40814251 NHS number: 4820476580

I have reviewed this pleasant lady who unfortunately has not had her endoanal ultrasound. I have reorganised this online and if there is a persistence of her fistula, I will refer her to my surgical colleagues. If the fistula is not present, I will advise the patient to use bisacodyl suppositories.

In the meantime she has had bad personal news and her bowel symptoms have become worse. She might benefit from mebeverine 135mg three times her day which I would be grateful if you prescribe for her.

Kindest regards

Yours sincerely

Dr Natalia Zarate-Lopez
Consultant Gastroenterologist

Lorraine C CORDELL
23 BYRON TERRACE
HERTFORD ROAD
EDMONTON
LONDON
N9 7DG

GASTROENTEROLOGY (B) (NZ13A)
GI Physiology
EGA Wing Lower Ground Floor (-1)
University College London Hospitals
235 Euston Road
London NW1 2BU

Telephone 1: 020 3447 7979
Telephone 2:

30 Apr 2014

Dear Lorraine C CORDELL

Your Hospital no: 40814251 Your NHS no: 4820476580

We are pleased to confirm that a follow up appointment has been booked for you.

Your appointment is at 12:00 on 7 Jul 2014

CLINIC: NZ13A CONSULTANT: DR N ZARATE-LOPEZ

Please come to the address at the top of the letter at the above date and time. Please note that you are under the care of the above consultant, but may be seen by a member of their team.

You may bring a friend or relative to accompany you at your appointment, if you wish.

continued/...

Consultant Gastroenterologist &
Snr Lecturer in Neurogastroenterology
Dr Anton V Emmanuel MD FRCP

Dr Natalia Zarate-Lopez

Clinical Nurse Specialist in Bowel Management
Julie Storrie RGN

Jorge Liwanag RGN

**GI Physiology Unit
Dept of Gastroenterology**

University College London Hospitals
EGA Wing, Lower Ground Floor,
235 Euston Road
London NW1 2BU

Tel: 020 3447 9130

Fax: 020 3447 9258

e-mail: faye.holmes@uclh.nhs.uk

web: www.uclh.org

8th April 2014

Dear Dr. Emmanuel and Dr. Zarate,

RE: Lorraine CORDELL dob: 03/10/1963 (Hospital no: 40814251)
23 Byron Terrace, Hertford Road, Edmonton, London N9 7DG TEL: 020 8245 7454

Thank you for referring this 50 year old woman for bowel retraining. She has had bowel problems since having a vaginal hysterectomy in 2008. There were post operative complications with a haematoma. Other medical history includes 2 vaginal deliveries and 1 caesarean section. She had removal of a pedunculated sickle polyp at colonoscopy in 2008. She had a laparoscopic cholecystectomy in 2012. She has had a previous recto-vaginal fistula. She has a history of pulmonary embolism. She has bladder symptoms and has had SNS for this. She takes Oxycotin for degenerative back disease and arthritis in her spine. Ano-rectal physiology tests showed low resting and squeeze pressures. An anal ultrasound scan showed the site of the previous recto-vaginal fistula with a track close to the mucosa. A transit study showed normal whole gut transit.

On assessment, she was passing soft and small stools once a week or less. She was using her hands to open up her buttocks to aid emptying and always experienced incomplete evacuation. She was experiencing abdominal pain and bloating. She was experiencing urgency and urge incontinence with most bowel actions. Passive incontinence was occurring once a month. She was also being incontinent at night once or twice a month. She was taking 3 Sennokot a day for a few days once a month, and Andrews Liver Salts. This medication would result in loose stools. Her predominant symptom was "my bowel just fills up and then just empties and I can't control it".

Following treatment, she has symptoms much as before. She opens her bowels once a week on the toilet and is incontinent once a week after using a Glycerin Suppository. Passive and nocturnal incontinence occur as before. She has stopped taking Senna and Andrews Liver Salts.

I have requested that she be seen in Dr. Zarate's out-patient clinic for further advice.

Yours sincerely



Julie Storrie
Clinical Nurse Specialist in Bowel Management

Cc: Mr. R. Navaratnam. Consultant Colorectal, Laparoscopic and General Surgeon,
North Middlesex University Hospital, Sterling way, London N18 1QX

Dr. J. Warren. Nightingale House Surgery, 1 Nightingale Rd, Edmonton, London
N9 8AJ

Ms. L. Cordell.

Consultant Gastroenterologist &
Snr Lecturer in Neurogastroenterology
Anton V Emmanuel MD FRCP

Consultant Gastroenterologist
Dr Natalia Zarate-Lopez PhD

15/01/2015
AVE/PRN/MR

Mr Romi Navaratnam
Consultant Colorectal Laparoscopic
and General Surgeon
North Middlesex Hospital
Sterling Way
London N18 1QX

Bookings Co-ordinator: Saida Noor
Telephone: 0203 447 76087
Fax: 0203 447 9218
e-mail: Saida.noor@uclh.nhs.uk

Division of GI Services
Colorectal Physiology Unit

University College Hospital
Ground Floor West
250 Euston Road
London
NW1 2PG

Pathway Co-ordinator: Fateha Ahmed
Telephone: 0203 447 9130
Fax: 0203 447 9218
e-mail: Fateha.Ahmed@uclh.nhs.uk

Outpatient clinic appointments: 0203
447 9393

Switchboard: 0845 155 5000

Gastroenterology Dept

Dear Mr Navaratnam

Lorraine Cordell dob 03/10/1963
23 Byron Terrace Hertford Road Edmonton London N9 7DG
40814251 NHS number: 4820476580

I would be grateful if you could consider reviewing this patient who has had an anovaginal fistula confirmed on an endoanal ultrasound performed at our end. We are considering the patient for Peristeen but I am concerned about its use in this context. I would be grateful if you could review the patient at your earliest convenience prior to us initiating Peristeen treatment.

Kindest regards

Yours sincerely

Electronically signed and checked

Dr Natalia Zarate-Lopez
Consultant Gastroenterologist

Copy to

Lorraine Cordell
23 Byron Terrace
Hertford Road
Edmonton N9 7DG

It is now our policy to copy all letters to the patient for information and to improve your care. Your GP has this letter and, if you have questions arising from it, please contact him/her in the first instance.

Dr Warren
Nightingale House Surgery
1 Nightingale Road
Edmonton
London
N9 8AJ



North Middlesex University Hospital



NHS Trust

Sterling Way
London N18 1QX

Direct Line 020 8887 3662/3663 Mon-Fri 8am—5pm
Email: nmh.outpatientservice@nhs.net

Miss Lorraine Cordell
23 Byron Terrace
Hertford Road
Edmonton
London
N9 7DG

First Class Mail

11/02/2014

NHS No 482 047 6580
NM277719

Dear Miss Lorraine Cordell

The following appointment has been made for you.

Consultant: UROLOGY
Date: 26 February 2014 at 2:00 pm
Clinic: Urology - URO6S
Location: UROLOGY SUITE West Entrance, New Building, Bull Lane Entrance

If you cannot keep this appointment please telephone one of the above numbers. We may be able to offer you another appointment. If you do not keep or change your appointment, you may not receive a further one as missed appointments waste NHS resources and increase waiting times for appointments.

Please bring any medication you are taking with you each time you attend.

Car Parking is limited, there is a Pay & Display Car Park; Entrance is via Bull Lane.

Yours sincerely

Team Leader
Outpatients

Putting people first

Dear Lorraine

Please find enclosed an invitation to come to the urology suite to meet patients who have already had a sacral nerve implant and those who are considering it.

We thought it would be a really good idea to get everyone together to have an informal chat so that you understand what is going to happen or to give advice as someone who has already been through the procedure.

We would really love for you to come

Lisa and Rosemary



North Middlesex University Hospital **NHS**

NHS Trust

Sterling Way
London N18 1QX

Direct Line: 020 8887 2153 Mon-Fri 7.30am-5.00pm

Miss Lorraine C Cordell
23 BYRON TERRACE
HERTFORD ROAD
EDMONTON
LONDON
N9 7DG

16/10/2014

Hospital No: NNM277719
NHS No: 482 047 6580

Dear Miss Lorraine C Cordell

Consultant: **Dr Satipada Das**
Specialty: **Pain Management**
Date: **Friday 05/12/2014 at 10.30AM**
Ward: **DSS - Day Surgery Suite**
Procedure: **lumbar epidural anaesthetic without surgery**

Arrangements have been made for you to be admitted to this hospital, details of which are confirmed above.

You will be having your procedure done on the day of your admission. It is, therefore, important that you follow the instructions below.

- Following your minor operation you must not drive yourself home, please arrange for someone to collect you and stay with you for 24 hours after your procedure.
- Please bring a dressing gown, it may be necessary.

This appointment has been confirmed. If circumstances change and you are unable to attend this appointment please ensure that you notify the department on the telephone number above as soon as possible. Please be aware that if you only notify us of your wish to change your appointment at short notice it may not be possible for us to offer you another appointment.

Failure to attend this appointment without prior notification may result in you being discharged back to the care of your GP.

IF YOU ARE CURRENTLY TAKING MEDICINES, PLEASE REMEMBER TO BRING THEM WITH YOU WHEN YOU COME INTO THE HOSPITAL, KEEPING THEM IN THEIR ORIGINAL CONTAINER.

Yours sincerely,

Admissions Coordinator

The Trust processes all personal information in accordance with the requirements of the Data Protection Act 1998

Chairman: John Carrier

Chief executive: Julie Lowe

Putting people first



Miss Lorraine Cordell
23 Byron Terrace
Hertford Road
Edmonton
London
N9 7DG

First Class Mail

27/12/2013

NHS No. 482 047 6580
NM277719

Dear Miss Lorraine Cordell

The following appointment has been made for you in the **ASANTE ACUPUNCTURE CLINIC in Outpatients clinic 1.**

Consultant: **Dr. S. DAS**
Date: **21 March 2014 at 3:50 pm**
Clinic: **Pain Management - SDA9A**
Location: **OUTPATIENTS SW1, Outpatients, Main Building, Bull Lane.**

If you cannot keep this appointment please telephone one of the above numbers. We may be able to offer you another appointment. If you do not keep or change your appointment, you may not receive a further one as missed appointments waste NHS resources and increase waiting times for appointments.

Please bring any medication you are taking with you each time you attend.

Car parking is limited, there is a Pay & Display Car Park; Entrance is via Bull Lane.

Yours sincerely

Asante Acupuncture Service

Miss Lorraine Cordell
23 Byron Terrace
Hertford Road
Edmonton
London
N9 7DG

First Class Mail

20/12/2013

NHS No. 482 047 6580
NM277719

Dear Miss Lorraine Cordell

Consultant: Dr. S. DAS
Speciality: Pain Management
Admission Date: 17/01/2014
Ward: Day Surgery Suite
Time: 08:00 am

Arrangements have been made for you to be admitted to this hospital, details of which are confirmed above.

You will be having your procedure done on the day of your admission. It is, therefore, important that you follow the instructions below.

- Following your minor operation you must not drive yourself home, please arrange for someone to collect you and stay with you for 24 hours after your procedure.
- Please bring a dressing gown, it may be necessary.

This appointment has been confirmed. If circumstances change and you are unable to attend this appointment please ensure that you notify the department on the telephone number above as soon as possible. Please be aware that if you only notify us of your wish to change your appointment at short notice it may not be possible for us to offer you another appointment.

Failure to attend this appointment without prior notification may result in you being discharged back to the care of your GP.

IF YOU ARE CURRENTLY TAKING MEDICINES, PLEASE REMEMBER TO BRING THEM WITH YOU WHEN YOU COME INTO THE HOSPITAL, KEEPING THEM IN THEIR ORIGINAL CONTAINER.

Yours sincerely

Admissions Co-ordinator

Putting people first

Statement of patient

Please read this form carefully. If your treatment has been planned in advance, you should already have your own copy of page 2 which describes the benefits and risks of the proposed treatment. If not, you will be offered a copy now. If you have any further questions, do ask - we are here to help you. You have the right to change your mind at any time, including after you have signed this form.

Patient Identifier/label

Sur: Cordell
for: Lorraine C
D.O.B: 03/10/1963 Sex: Female
INM277719
UHS No: 482 047 6580

I agree to the procedure or course of treatment described on this form.

I understand that you cannot give me a guarantee that a particular person will perform the procedure. The person will, however, have appropriate experience.

I understand that I will have the opportunity to discuss the details of anaesthesia with an anaesthetist before the procedure, unless the urgency of my situation prevents this. (This only applies to patients having general or regional anaesthesia.)

I understand that any procedure in addition to those described on this form will only be carried out if it is necessary to save my life or prevent serious harm to my health.

I have been told about additional procedures that may become necessary during my treatment. I have listed below any **procedures which I do not wish to be carried out** without further discussion

Patient's signature  Date 25/11/14.

Name (PRINT) _____

A witness should sign below if the patient is unable to sign but has indicated his or her consent. Young people/children may also like a parent to sign here (see notes).

Patient's signature _____

Date _____

Name (PRINT) _____

Confirmation of consent (to be completed by a health professional when the patient is admitted for the procedure, if the patient has signed the form in advance)

On behalf of the team treating the patient, I have confirmed with the patient that s/he has no further questions and wishes the procedure to go ahead.

Signed _____

Date _____

Name (PRINT) _____

Job title _____

Important Notes: (tick if applicable)

☐ See also advance directive / living will (eg Jehovah's Witness form)

☐ Patient has withdrawn consent (ask patient to sign / date here)

Statement of patient

Please read this form carefully. If your treatment has been planned in advance, you should already have your own copy of page 2 which describes the benefits and risks of the proposed treatment. If not, you will be offered a copy now. If you have any further questions, do ask - we are here to help you. You have the right to change your mind at any time, including after you have signed this form.

Patient Identifier/label

Sur: Cordell
For: Lorraine C
D.O.B: 03/10/1963 Sex: Female

JNM277719
JHS No: 482 047 6580

I agree to the procedure or course of treatment described on this form.

I understand that you cannot give me a guarantee that a particular person will perform the procedure. The person will, however, have appropriate experience.

I understand that I will have the opportunity to discuss the details of anaesthesia with an anaesthetist before the procedure, unless the urgency of my situation prevents this. (This only applies to patients having general or regional anaesthesia.)

I understand that any procedure in addition to those described on this form will only be carried out if it is necessary to save my life or prevent serious harm to my health.

I have been told about additional procedures that may become necessary during my treatment. I have listed below any **procedures which I do not wish to be carried out** without further discussion

Patient's signature

Date

25/11/14

Name (PRINT)

A witness should sign below if the patient is unable to sign but has indicated his or her consent. Young people/children may also like a parent to sign here (see notes).

Patient's signature

Date

Name (PRINT)

Confirmation of consent (to be completed by a health professional when the patient is admitted for the procedure, if the patient has signed the form in advance)

On behalf of the team treating the patient, I have confirmed with the patient that s/he has no further questions and wishes the procedure to go ahead.

Signed

Date

Name (PRINT)

Job title

Important Notes: (tick if applicable)

☐ See also advance directive / living will (eg Jehovah's Witness form)

☐ Patient has withdrawn consent (ask patient to sign / date here)



North Middlesex University Hospital



NHS Trust

Sterling Vx
London N18 1QX

Direct Line: 020 8887 3663/3664 Mon-Fri 8am-5pm
Email: northmid.centralappointments@nhs.net

Miss Lorraine C Cordell
23 BYRON TERRACE
HERTFORD ROAD
EDMONTON
LONDON
N9 7DG

23/01/2015

Hospital No: NNM277719
NHS No: 482 047 6580

Dear Miss Lorraine C Cordell

The following appointment has been made for you

Consultant: **Mr. R. Navaratnam**
Speciality: **Colorectal Surgery**
Date: **Monday 23/02/2015 at 09:15**
Clinic: **RN C1 - Colorectal News**
Location: **Main Outpatients Dept**

If you cannot keep this appointment please telephone on the above number or email us at northmid.centralappointments@nhs.net. We may be able to offer you another appointment. If you are emailing us, please remember to include your name, reference number, the clinic / consultant name and the date of the appointment that you wish to cancel/change.

Please try and keep any arranged appointments. Missed appointments waste resources and you may be discharged from our service if you do not attend.

It is very important that you bring any medications you are taking with you each time you attend, keeping them in their original containers if possible. The doctors and nurses will ask to see these medications.

North Middlesex University Hospital is a teaching hospital, and therefore medical and nursing students may be training in the Outpatient department with our staff. We understand that some patients would prefer not to have a student present during their appointment. If this is the case, please let the receptionist or nurse know upon arrival in clinic.

Car parking is limited, there is a Pay & Display Car Park and the entrance is via Bull Lane. The hospital can easily be accessed by public transport, including by train to Silver Street Station, or by local buses. Please see our website www.northmid.nhs.uk for further details.

Yours sincerely,

Team Leader
Outpatients

The Trust processes all personal information in accordance with the requirements of the Data Protection Act 1998

Chairman: John Carrier

Chief executive: Julie Lowe

Putting people first

Moorfields Eye Hospital

NHS Foundation Trust

Miss L Cordell
23 Byron Terrace
Hertford Road
London
N9 7DG

162 City Rd
London

EC1V 2PD

10/11/2014

Dear Miss Cordell

Hospital Number: 0735259

NHS Number: 4820476580

We have made an appointment for you in the Pcc City Rd External Tue Pm clinic, under the care of Miss S.Verma .

This will take place on: Tuesday 18th November 2014 at: 2:00 p.m.

Clinic: Pcc City Rd External Tue Pm

In: Clinic 5

If this is not convenient, or you no longer wish to attend, please call the booking centre on 020 7566 2357 as soon as possible. Our opening times are Monday to Friday 8:30am to 5:00pm.

In order to prevent congestion in the clinics, please do not arrive more than 15 minutes before your appointment time.

In order to reduce the number of times you have to attend the hospital and to minimise any inconvenience, we endeavour wherever possible to ensure that you have all the necessary tests carried out during your outpatient clinic appointment. Therefore, depending on the number and type of tests you require you might need to stay at the hospital up to two or three hours.

If you require surgery, you will need to attend a pre-operative assessment; however, you will usually be offered the option of coming back another day. Every effort is made to see you at your appointment time, but please be aware that delays are sometimes unavoidable.

Please bring this letter to your appointment along with all your current medications, eye drops, and spectacles or contact lenses.

We might need to put drops into your eyes, which can cause blurred vision lasting about four hours. During this time, you will not be able to drive.

Please contact your GP if you need transport for this appointment

If you have any queries about your visit, please contact 020 7566 2089.

If any of your information we hold is incorrect or has changed please complete the enclosed questionnaire clearly and return it in the enclosed envelope.

We have a text reminder system in place to remind patients of their appointments. If we have your mobile number, we will text you to remind you of any appointments you have. Your number will not be passed on to any other organisations.

Please bring your NHS number to your appointment. You will find your 10-digit NHS number on your NHS medical card. If you do not have a medical card, please ask your GP practice for your NHS number. The NHS number improves patient safety by making it easier for us to identify patients correctly, find health records, safely transfer information between NHS bodies and co-ordinate your care across NHS organisations by linking your episodes of care.

Yours sincerely,

Booking Centre

Moorfields Eye Hospital NHS Foundation Trust will use your information to support your clinical care, other hospital purposes and those of our charity, Moorfields Eye Charity, in accordance with the Data Protection Act. For further information please contact Information Governance, IGTeam@moorfields.NHS.uk

Patron: Her Majesty The Queen
Chairman: Rudy Markham
Chief Executive: John Pelly



Moorfields at City Road
162 City Road
London
EC1V 2PD
Tel: 020 7253 3411

To:

Miss L Cordell
23 Byron Terrace
Hertford Road
London
N9 7DG

Direct line: 020 7566 2621
Direct fax: 020 7566 2972

18 Nov 2014

Dear Dr Warren,

Re: L Cordell, 23 Byron Terrace, Hertford Road, N9 7DG
DOB: 3 Oct 1963, Hosp No: 0735259, NHS No: 482 047 6580

Ms Cordell's has experienced a flare-up of her atopic keratoconjunctivitis. This has settled well with some topical steroids and anti-histamines. I have suggested she taper these as originally instructed and we will review her again in the new year.

Yours sincerely

Mr Daniel Gore BSc FRCOphth
Fellow Anterior Segment
Consultant: Miss Seema Verma

To: Dr J S Warren, Nightingale House Surgery, 1 Nightingale Road, Edmonton, London, N9 8AJ
CC: Patient: Miss L Cordell, 23 Byron Terrace, Hertford Road, London, N9 7DG

Moorfields Eye Hospital

NHS Foundation Trust

Miss L Cordell
23 Byron Terrace
Hertford Road
London
N9 7DG

162 City Rd
London

EC1V 2PD

18/11/2014

Dear Miss Cordell

Hospital Number: 0735259 NHS Number: 4820476580

We have made a follow-up appointment for you in the Pcc City Rd External Tue Pm , under the care of Miss S.Verma.

Your appointment will be on:

Date: Tuesday 27th January 2015

Time: 2:30 p.m.

Please come to the following location:

Clinic: Pcc City Rd External Tue Pm

Location: Clinic 5

If this is not convenient, or you no longer wish to attend, please phone the Primary Care Service on 020 7566 2089 as soon as possible.

In order to prevent congestion in the clinics, do not arrive more than 15 minutes before your appointment time.

Please bring this letter to your appointment and please also bring with you all your current medications, eye drops, and spectacles or contact lenses.

We may need to put drops into your eyes, which cause blurred vision lasting about 4 hours. During this time you will not be able to drive.

Please expect your appointment to last for around 2 hours. If tests or treatment are required at your visit you may need to stay longer; however you will usually be offered the option of coming back another day. Every effort is made to see you at your appointment time. Please be aware that delays are sometimes unavoidable.

If you need an interpreter please contact 020 7566 2089.

Yours sincerely,

CLINIC ADMINISTRATOR

Moorfields Eye Hospital NHS Foundation Trust will use your information to support your clinical care, other hospital purposes and those of our charity, Moorfields Eye Charity, in accordance with the Data Protection Act. For further information please contact Information Governance, IGTeam@moorfields.NHS.uk

Because Moorfields is committed to research as a means of improving patient care, we have asked in the outpatient questionnaire whether we may contact you in the future for research purposes.

Patron: Her Majesty The Queen
Chairman: Rudy Markham
Chief Executive: John Pelly

6th October 2014

Great Ormond Street **NHS**
Hospital for Children
NHS Foundation Trust

Lorraine Cordell
23 Byron Terrace
Hertford Road
LONDON
N9 7DG

Great Ormond Street
London WC1N 3JH

T: +44 (0)20 7405 9200
www.gosh.nhs.uk

Hospital number: 1044415 G130152 NHS number: 482 047 6580
Our ref: SINCLT

North East Thames Regional Genetics Service

Dear Lorraine Cordell

Outpatient Appointment – Genetics Clinic

An appointment has been made for you, Sheila Lewis *2*
Andrew Cordell on:

Wednesday 15th October 2014 at 10:15 in Ms C Berlin's Genetics clinic

Please note your appointment will be held at: *Swan OPD 44 Southwark*

We allow 30-45 minutes for each appointment. It is important that you let us know if you cannot attend so that we can offer this appointment to someone else on the waiting list. The Appointments Centre on 020 7829 8880 is open from 8am to 6pm Monday to Friday but messages can be left outside of these hours. Alternatively you can write to the Appointments Centre by letter or fax (see end of letter). We regret that if you do not attend this appointment without letting us know in advance a further appointment will not be possible without a new referral. If you do need to cancel and rebook the date because it is not convenient we can only offer this once before a new referral is also required.

Please complete the enclosed forms and ~~return them in the pre-paid envelope provided.~~

Please find a map enclosed.

bring to appt.

