

Cc: Patient.experience (BARNET, ENFIELD AND HARINGEY MENTAL HEALTH NHS TRUST)
Subject: Simon Cordell - Complaint made by Lorraine (Simon's mother)

Dear Lorraine,

Thank you for your time on the phone just now.

As discussed I have copied in our Patient Experience Team, so you have their email address.

We spoke about your complaint and concerns for your son and agreed the following questions for investigation:

How did the information get from the Mental Health Trust to the Council?

How did the information get from the Council to the Court?

What was the role and involvement of the Early Intervention Team in Simon's care?

When I asked you what you would like to achieve in this complaint you answered:

That no more information is shared that can be used against your son

Your name will not be on further information that is shared.

You agreed that you will speak to Simon today and email the Patient Experience Team, and copy me in, his consent for us to investigate this complaint.

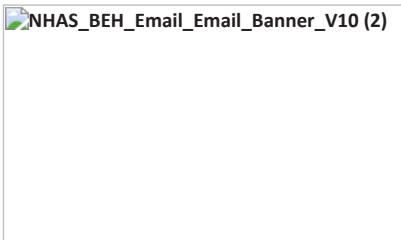
Thank you again.

Best Wishes

Rachel Yona

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