

From: JAMES, Lileath (BARNET, ENFIELD AND HARINGEY MENTAL HEALTH NHS TRUST) [lileath.james@nhs.net]
Sent: 15 August 2018 12:41
To: lorraine32@blueyonder.co.uk
Subject: Acknowledgment of Formal Complaint- ENF/18/Q2/6273/SC

Importance: High

Attachments: BEH25 - Complaints Concerns Complaints (v1.6) eproof.pdf; Equality Questions.doc; Form of Consent.doc
Dear Mrs Cordell,

I am writing this letter to acknowledge the receipt of your formal complaint dated 30th July 2018 which was received by the Patient Experience Department on 07 July 2018.

You wish to complain about the care you received in our trust. I have noted that you raised particular concerns in relation to the allegation of breach of confidentiality. I am sorry that these concerns have arisen for you. An investigator will contact you shortly to discuss your complaint in more detail to enable a thorough investigation in the matters you have raised.

You will receive a formal response from the Chief Executive and we aim to respond to your complaint within 25 working days, with a view to keeping you updated with progress where appropriate.

There is now a requirement for Barnet, Enfield and Haringey Mental Health Trust, as with all NHS Trusts, to provide information to the Department of Health on the ethnicity of complainants in order for the Department of Health to produce national statistics. Therefore I am enclosing a form for you to complete and return to me.

I also enclose a leaflet which gives further information about complaints, as well a consent form that will need to be signed by your son in order for us to respond to your concerns fully.

Regards,

Ms Lileath James
Patient Experience Manager - Enfield Borough, Specialist Services & Phoenix Ward.

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