

**From:** YONA, Rachel (BARNET, ENFIELD AND HARINGEY MENTAL HEALTH NHS TRUST) [r.yona@nhs.net]

**Sent:** 10 August 2018 11:18

**To:** Lorraine Cordell

**Cc:** Patient.experience (BARNET, ENFIELD AND HARINGEY MENTAL HEALTH NHS TRUST)

**Subject:** RE: Simon Cordell - Complaint made by Lorraine (Simon's mother)

Dear Lorraine,

Your points below have been noted, and I will include them in the complaint investigation.

Thank you

Best Wishes

Rachel Yona

Enfield Adult Mental Health Community Services Manager

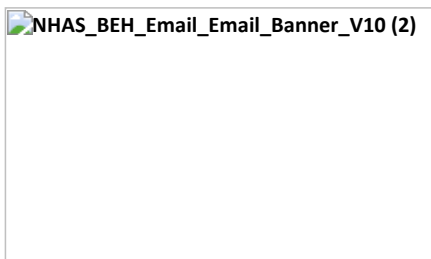
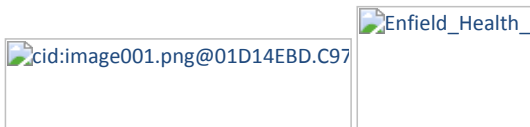
Barnet, Enfield & Haringey Mental Health Trust

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Admin support: Gloria Adofo 0208 702 5543

Line Manager: Leigh Saunders | Assistant Director [leigh.saunders@nhs.net](mailto:leigh.saunders@nhs.net) | 0208 702 5562



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**From:** Lorraine Cordell [mailto:lorraine32@blueyonder.co.uk]

**Sent:** 10 August 2018 11:09

**To:** YONA, Rachel (BARNET, ENFIELD AND HARINGEY MENTAL HEALTH NHS TRUST)

**Cc:** Patient.experience (BARNET, ENFIELD AND HARINGEY MENTAL HEALTH NHS TRUST)

**Subject:** RE: Simon Cordell - Complaint made by Lorraine (Simon's mother)

Dear Rachel Yona

Thank you for the reply email, I believe there is other section I would like to know which have not been included in your email.

1. I also asked for the names of the people and what department they work for who have sent information regarding Simon to other bodies and what bodies have been sent the information.
2. A full list of what information that has been passed to other bodies as we would like to know everything that has been shared and stated in the shared information.
3. We want to see any information Enfield Council has sent to the mental health trust along with any requests for data regarding Simon.
4. I would also like information as to your procedure and protocol for sharing information with other bodies, and under what reason would you send information if you had a request to do so and what format that data would be sent in.

I will be putting a SAR into the mental health team and also Enfield Council as I also do feel there are errors on both which I will be working to get corrected along with my son.

At this time I can not think of anything else I would like, but later today when I speak to Simon I will ask if he wants anything added that he would like to know.

As started on the call I will get the consent from Simon today and email that over.

Regards

Lorraine Cordell

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**From:** YONA, Rachel (BARNET, ENFIELD AND HARINGEY MENTAL HEALTH NHS TRUST) [mailto:r.yona@nhs.net]

**Sent:** 10 August 2018 09:34

**To:** [lorraine32@blueyonder.co.uk](mailto:lorraine32@blueyonder.co.uk)

**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.

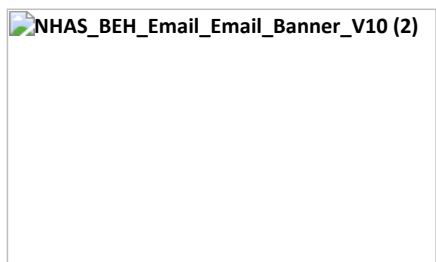
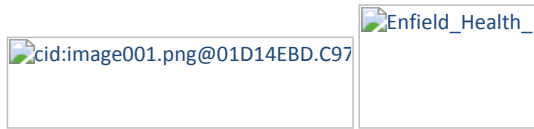
Thank you again.

Best Wishes

Rachel Yona

Enfield Adult Mental Health Community Services Manager  
Barnet, Enfield & Haringey Mental Health Trust  
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