

Witness Name: James Hardy

Statement No.: WITN3364001

Exhibits: WITN3364002-5

Dated: June 2019

Date	Notes/ Description	Exhibit number
06-07/02/2019	Email exchange 2	WITN3364003

HARDY, James (NHS BUSINESS SERVICES AUTHORITY)

From: HARDY, James (NHS BUSINESS SERVICES AUTHORITY)
Sent: 07 February 2019 15:59
To: 'Su Gorman'
Subject: RE: EIBSS Payment Decision- Please notify us of your preference

Dear Su,

Thank you for getting back to me.

I can confirm that I've instructed the EIBSS team to arrange for the £4,500 payment to be made tomorrow. Which as you've acknowledged will be the first payment towards the total £10,000 lump sum payment for bereaved spouses/partners, with the remaining £5,500 being paid upon receipt of the completed 'Application form for lump sum payment for bereaved spouses/partners', accompanied by the appropriate evidence.

I can fully appreciate that there may be a delay in your responses as this is a very upsetting time for you. When you are ready to discuss and/or email any other questions you may have, please let me know.

However, please note due to nature of my job role I travel quite a bit and may either be un-contactable at certain times of the day or it would be inappropriate to discuss certain subjects, in a public place.

I would therefore appreciate that if you require urgent assistance with an EIBSS related enquiry, please contact the team via Telephone: 0300 330 1294 Monday to Friday from 9am to 5pm or email: nhsbsa.eibss@nhs.net alternatively if there are specific points that you would like to discuss with me, I can agree with you a suitable time, to do so. If you wanted to have a discussion this week I have availability between 2-5pm tomorrow, alternatively I can provide you with some timing options for next week.

Kind regards,

James Hardy
Client and Stakeholder Relationship Manager
NHS Patient Services

Mobile: GRO-C
www.nhsbsa.nhs.uk/HelpWithHealthCosts.aspx





NHS
Business Services Authority

Bridge House, 152 Pilgrim Street, Newcastle upon Tyne, NE1 6SN

Advance notice of annual leave: 18-22 February 2019

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From: Su Gorman [mailto:GRO-C]
Sent: 07 February 2019 13:40
To: HARDY, James (NHS BUSINESS SERVICES AUTHORITY)
Subject: Re: EIBSS Payment Decision- Please notify us of your preference

Dear James ,

Thank you for this.

I am sorry about the delay in getting back to you . Yesterday I spent time in a place where there was no signal which is why I didn't get your call .

I was not able to respond earlier today because of necessary discussions with the Coroner , which now resolved satisfactorily , proved very distressing and emotionally draining .

I have considered the options you have now given me and on receipt of written confirmation that the £4,500 will be treated as an advance of part of £ 10,000

I will accept immediate payment (I realise that may need to be tomorrow now)

I will contact you later today regarding the rest of the issues. I am sure you will understand and excuse me needing some time to recover from the discussions about my late husband's post mortem but I did not want to leave your helpful reply unanswered.

Sincerely
Su Gorman

Sent from my iPad

On 6 Feb 2019, at 19:58, HARDY, James (NHS BUSINESS SERVICES AUTHORITY) <GRO-C> wrote:

Dear Su Gorman,

Thank you again for your time last Friday 1st February 2019.

I tried calling you earlier today to discuss these points but unfortunately your phone was off, so please can you kindly consider the points below and advise us of your decision.

Firstly I can confirm that we've received your completed 'Contact preferences and change of details form' and supporting evidence, I also confirm that the form has been completed correctly and the supporting evidence appropriate. England Infected Blood Support Scheme (EIBSS) is therefore able to make the £4,500 quarterly payment, upon receipt of instruction from you.

Secondly, I agreed on the call with you last Friday to have the evidence you supplied with this application reviewed, to understand if it would be suitable to support your application for a lump sum payment for bereaved spouses/partners. I can confirm that an EIBSS Medical Assessor has verified that this is suitable evidence to support your application.

We would therefore welcome a decision from you regarding what you would like to do next, as you have a couple of options available.

- 1) We could pay the £4,500 quarterly payment to you as soon as possible, via faster payment tomorrow, if you confirm that decision to us by 10am.

If you choose to receive this payment you would still be able to complete the application for a lump sum payment for bereaved spouses/partners. Upon receipt of the completed form, supported by the verified evidence we now have on file and the additional evidence detailed below, we could make a payment of £5,500. Combined this would equal the £10,000 lump sum payment for bereaved spouses/partners.

- 2) Now I have confirmed that we have verified medical evidence to support an 'Application form for lump sum payment for bereaved spouses/partners' you may choose to hold-off on receiving the £4,500 quarterly payment and await the £10,000 payment, following receipt of your completed application.

Both the EIBSS team and I stand ready to assist you and act upon your instructions but need you to notify us of your choice from the options listed above.

Both options require you to complete application form 'Application form for lump sum payment for bereaved spouse/s/partners', which has been provided to you previously but we could send another copy, if you require.

The evidence we would need to support this application is as follows:

- Proof of ID (for example, a copy of your passport, driving licence or birth certificate)
- Proof of your current address (for example, a copy of your bank statement or utility bill)
- Evidence to show that you were co-habiting at the time of your spouse/partner's death (for example, a joint bank statement or joint council tax bill), or if not available a completed Referee Form (Appendix 1 of the application form).

Please do not hesitate to contact me or the EIBSS support team if you require any further assistance in this matter, however I kindly ask that if you require any information and/or assistance in completing the application forms you've been sent, please contact the EIBSS support team directly as they are better placed to answer these than me, their contact details are as follows: Telephone: 0300 330 1294 Monday to Friday from 9am to 5pm or email: nhsbsa.eibss@nhs.net

Kind regards,

James Hardy
Client and Stakeholder Relationship Manager
NHS Patient Services

Mobile: GRO-C
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