

Witness Name: James Hardy

Statement No.: WITN3364001

Exhibits: WITN3364002-5

Dated: June 2019

Date	Notes/ Description	Exhibit number
08/02/2019	Email exchange 3	WITN3364004

**HARDY, James (NHS BUSINESS SERVICES AUTHORITY)**

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**From:** HARDY, James (NHS BUSINESS SERVICES AUTHORITY)  
**Sent:** 08 February 2019 18:30  
**To:** 'Su Gorman'  
**Subject:** RE: EBS Payment

Dear Su,

I'm sorry to hear that the payment has been delayed.

I can understand your frustration that the additional information on the supplied Barclays slip was not originally checked against the application form details you supplied, prior to arranging payment. Unfortunately this would not be standard practice, as the team are instructed to process the information as supplied on the form, as this is its primary purpose and the details provided should be accurate.

Previously I've mentioned that we always take feedback on board and aim to continuously improve processes, so we will ensure that all supporting documents provided with a change of circumstances form relating to bank account details are fully considered alongside the application, in future.

As you have mentioned that you have experienced some frustrations with support previously provided from the team, I'd like to take this opportunity to assure you, that I have faith in their abilities and kindly ask for you to do the same. However if you do experience any further difficulties please do bring these to my attention.

I will contact the team on Monday and ask them to update you on the progress of the payment, I will also be monitoring this as well.

I hope that you have a good weekend also.

Kind regards,

James Hardy  
Client and Stakeholder Relationship Manager  
NHS Patient Services

Mobile: [03003003000](tel:03003003000)

[www.nhsbsa.nhs.uk/HelpWithHealthCosts.aspx](http://www.nhsbsa.nhs.uk/HelpWithHealthCosts.aspx)



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**NHS**  
Business Services Authority



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

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*Advance notice of annual leave: 18- 22 February 2019*

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**From:** Su Gorman [mailto:GRO-C]  
**Sent:** 08 February 2019 17:03  
**To:** HARDY, James (NHS BUSINESS SERVICES AUTHORITY)  
**Subject:** Fwd: EIBSS Payment

Dear James ,

I was even more surprised to receive this.

Shall we say when you advise contacting the EIBSS for further assistance you will perhaps understand the prospect doesn't fill me with confidence.

( Mr GRO-D is the Team Leader who sent me the wrong forms on which delivery I relied in making my attempt at an application. It was his junior GRO-D who did send me the correct forms in the first instance which got delayed in the post . )

I will wait to see that the payment actually gets to my account on Monday.

Hope you have a good weekend

Kind Regards

Su Gorman

Sent from my iPad

Begin forwarded message:

**From:** "GRO-D (NHS BUSINESS SERVICES AUTHORITY)" <GRO-C>  
**Date:** 8 February 2019 at 15:18:52 GMT  
**To:** "GRO-C" <GRO-C>  
**Subject:** RE: EIBSS Payment

Dear Su

We have reviewed your application and noticed the Barclays slip attached to the back with a slightly different sort code.

We have updated this for the payment and this will reach your bank account by close of business Monday 11 February 2019.

We apologise for any inconvenience caused.

Kind regards

GRO-D

**NHS Business Services Authority**  
England Infected Blood Support Scheme

Tel: **GRO-C**  
[www.nhsbsa.nhs.uk/EIBSS](http://www.nhsbsa.nhs.uk/EIBSS)



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**From:** **GRO-D** (NHS BUSINESS SERVICES AUTHORITY)  
**Sent:** 08 February 2019 15:00  
**To:** **GRO-C**  
**Subject:** EIBSS Payment

Dear Su

Thank you for sending the change of details form to EIBSS.

Our finance team have attempted to issue a payment of £4,500 today but the payment has been returned to us as the sort code is showing as invalid.

We have attempted to call you a few times to clarify your sort code to try and catch the final payment run by 3pm for payment to be issued today.


If you could call me on **GRO-C** to confirm your bank details, I'll look to reissue the payment to you on Monday.

Kind regards

**GRO-D**  
**Team Manager**

**NHS Business Services Authority**  
England Infected Blood Support Scheme

Tel: **GRO-C**  
[www.nhsbsa.nhs.uk/EIBSS](http://www.nhsbsa.nhs.uk/EIBSS)



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