

Witness Name: James Hardy

Statement No.: WITN3364001

Exhibits: WITN3364002-5

Dated: June 2019

Date	Notes/ Description	Exhibit number
11-15/03/2019	Email exchange 4	WITN3364005

HARDY, James (NHS BUSINESS SERVICES AUTHORITY)

From: HARDY, James (NHS BUSINESS SERVICES AUTHORITY)
Sent: 15 March 2019 10:33
To: 'Su Gorman'
Cc: [GRO-D] (NHS BUSINESS SERVICES AUTHORITY)
Subject: RE: Steve Dymond

Dear Su Gorman,

I have been following your recent email exchange with my colleague [GRO-D] and the advice that he has been providing to you, due to being included within your email exchange.

I am sorry that the phrasing used by [GRO-D] has caused you upset, which I can assure you, that was not its intention and can further assure you that James' aim was to relay the information to you in the clearest way possible.

I've spoken with [GRO-D] to be sure that the information record we have is correct, in relation to our last email sent to your email address, which is confirmed as being 28 February 2019. We cannot confirm what happened to it, after being sent, as there are genuine reasons for emails not reaching their destination or possible ending up in junk/spam email folders.

We are sorry to have to ask for you to deal with administration related tasks at such an upsetting time but the England Infected Blood Support Scheme (EIBBS), requires NHSBSA as the administrators of the scheme to request supporting information from beneficiaries for applications to the financial support available.

The information [GRO-D] provided in relation to your Income Top Up application, regarding completion of an online benefits calculator (turn2us.org.uk), is the required supporting information for this type of application, in this specific circumstance.

I can see that we have now received an email from you regarding your completed 'turn2us.org.uk'. The EIBBS support team will check this shortly and confirm if it is correct.

I can confirm that [GRO-D] has sent you a new application form for you to complete regarding funeral expenses, please complete the form at an appropriate time when you're ready to do so and return it to us along with supporting information i.e. a receipt and/or invoice.

If you require assistance in completing any of the forms provided or require additional advice on the supporting information required, please do not hesitate to contact the EIBBS support team. Their contact details are as follows: Telephone: 0300 330 1294 Monday to Friday from 9am to 5pm or email: nhsbsa.eibss@nhs.net

Once again I apologise for any unintentional upset the phrasing used may have caused you.

Kind regards,

James Hardy
Client and Stakeholder Relationship Manager
NHS Patient Services

Mobile: [GRO-C]

www.nhsbsa.nhs.uk/HelpWithHealthCosts.aspx



Business Services Authority

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

Advance notice of annual leave:

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From: Su Gorman [mailto:[GRO-C]]
Sent: 14 March 2019 10:26
To: [GRO-D] (NHS BUSINESS SERVICES AUTHORITY)
Cc: HARDY, James (NHS BUSINESS SERVICES AUTHORITY)
Subject: Re: Steve Dymond

Dear [GRO-D],

If I had received any e mail from you on 28 February I would have replied and not spent weeks waiting .
If I had been to d the forms already provided by you were for use also for the funeral grant I would have known I had them .
I am appalled that you expect me to deal in any way with the benefits system while I am still waiting for permission to bury my husband , I will do what I can to co-operate.
You use the phrase 'substitute for benefits ' . I am surprised your training with the Samaritans did not make you aware that what I am being forced to claim is a substitute for a career and marriage taken away from me by contaminated blood products or which anything you can offer is a poor substitute . But which make your choice of phrase unnecessarily cruel and inappropriate.
I hope on this occasion you can send me the correct forms and the two grants can be dealt with in a timely manner without involving numerous third parties.
Sincerely
Su Gorman

Sent from my iPad

On 14 Mar 2019, at 08:09, [GRO-D] (NHS BUSINESS SERVICES AUTHORITY) [GRO-C] > wrote:

Dear Su

Thank you for your email regarding your application for income top-up payments.

We received your application 25 February 2019 and assessed this 28 February 2019.

When assessing the application we emailed you for further information to process your claim. We have requested a council tax bill for your address and also as you currently receive no income, we would require an online benefits calculator (turn2us.org.uk) to be completed and a copy of the questions and outcome to be forwarded to us.

We require the calculation in instances where people either have no income because they do not wish to claim benefits, are unable to claim benefits or are in the middle of a benefits claim as we do not substitute state benefits.

If you could forward us the requested information, we will process your application as soon as possible.

In order to claim the funeral grant we require a discretionary payment application to be completed with a copy of a receipt or invoice. We previously sent this application to your MP's office on 9th January, but we have arranged for another copy to be sent to the most recent address you've provided within your email.

Kind regards

GRO-D

NHS Business Services Authority

England Infected Blood Support Scheme

Tel: 0300 330 1294

www.nhsbsa.nhs.uk/EIBSS

<image003.jpg>

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

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-----Original Message-----

From: Su Gorman [<mailto:GRO-C>]

Sent: 11 March 2019 18:12

To: GRO-D (NHS BUSINESS SERVICES AUTHORITY)

Cc: HARDY, James (NHS BUSINESS SERVICES AUTHORITY)
Subject: Steve Dymond

Dear [GRO-D]

I have now received the full £10,000 widows payment but am a little surprised not to have heard anything about the on going top up payment . Which as I am sure you will understand is integral to allowing me to move on with my life .

I have also just been informed that it is now possible to start to arrange Steve's funeral . (the Coroner has given consent I am now told) I would there fore appreciate that arrangements are put in to place regarding the payment of the funeral grant If you need to send me forms please note my address for correspondence until 28 March is: [GRO-C] Dorset [GRO-C]

I look forward to you prompt reply .

Sincerely
Su Gorman
Sent from my iPad

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<https://portal.nhs.net/help/joiningnhsmial>