

## 1. Introduction

### 1.01. The writer

I am Dr Lesley Haines. My specialist field is the diagnosis and treatment of mental illness. I qualified as a doctor in 1984, became a member of the Royal College of Psychiatrists in 1989 and obtained a Masters Degree in Psychological Medicine in 1995. I have been a Consultant Psychiatrist since 1995 and work as a General Adult Psychiatrist, treating hospital and community patients.

1.01.1. Full details of my qualifications and experience entitling me to give expert opinion evidence are contained in appendix A.

### 1.02. Summary background of the case

The case concerns Ms Donna Blitzen, a 65 year old woman from Ambridge who lives with and cares for her disabled sister. Ms Blitzen had surgery to her nose in 2001. Ms Blitzen developed complications of recurrent infections, constant streaming of water from the nose and a drooping lip. She had further surgery to correct this in 2008, following which her sense of smell has been affected and she is unable to smile properly. Ms Blitzen alleges that the operations were substandard.

I have been asked to comment upon her psychological condition as a result of the two operations.