

# 24/7 medical malpractice helpline

Difficult situations can be faced by all healthcare providers – whether in the public, private or voluntary sector.

If a patient's life or the organisation's reputation is at stake, there is an out of hours query in relation to disclosure of medical records or advice needed on treatment for children of a Jehovah's Witness, you need to be confident that your legal advisers will provide speedy and reliable advice every time.

Capsticks provide 24 hour access to a team of experienced healthcare lawyers giving your clients prompt, practical expert advice when they need it most.

## UNRIVALLED HEALTHCARE EXPERTISE

Within working hours, we have a dedicated healthcare insurance team that specialises in answering even the most obscure queries. Supported by a team of skilled healthcare lawyers, a large database of healthcare cases, relevant articles, circulars and previous advice, we can answer your questions, insofar as they relate to issues rapidly and cost effectively.

Our healthcare law advisory team is staffed by senior healthcare lawyers, all of whom have the necessary experience to guide you confidently through even the most taxing situations and provide you with a practical and workable solution within the time you have available.

This may include emergency treatment orders, fraud or emergency press injunctions.

## HELPLINE EXPERIENCE

We have experience in dealing with the most urgent of medical situations, as well as experience of setting up a dedicated claims handling process, for example, handling approximately 100 claims notifications in a month via our involvement in the claims notification system for CNSGP along with other panel firms.

Other examples include:

- Obtaining an injunction for a Lloyd's Underwriter and their Insured surgeon in order to prevent the broadcast on Channel 4 of matters which could be prejudicial to Court proceedings.
- Provision of advice in relation to the treatment of the children of a Jehovah's Witness

- Advising a clinician in relation to contact from social services in relation to a patient

## A BESPOKE SERVICE

We can tailor a service to yours and your Insureds' needs. This can be an advice line dealing with the emergency situations referred to above, or we can set up a claims notification service to allow your Insureds to report to Capsticks as part of their claims notification obligations under their Policy of Insurance. A central tenet of our service is that this can be designed around yours and your Insureds' needs.

## OUR SPECIALISTS

Majid Hassan, Ed Mellor and Sarah Bryant are our principal senior insurance specialist lawyers. They are assisted by others across a range of qualifications to ensure work is passed to the appropriate level.

## CONTACT



**MAJID HASSAN**  
**PARTNER**

020 8780 4876  
majid.hassan@capsticks.com



**ED MELLOR**  
**LEGAL DIRECTOR**

0208 780 6970  
ed.mellor@capsticks.com



**SARAH BRYANT**  
**PRINCIPAL ASSOCIATE**

0208 780 4624  
sarah.bryant@capsticks.com