

# Capsticks Claims Handling Service

*Keeping you one step ahead on the road to resolution*

## What do we offer?

1

Outsourced claims handling service tailored to your individual needs.

2

For a fixed fee we run your clinical and EL/PL claims from reporting to resolution.

3

40 years' experience of claims and a claims handler with 15 years' previous experience of working at NHS Resolution.

4

Regular reports to present to your Board to include analysis of your claims portfolio and identification of claims trends.

*'The claims handling service run by Capsticks has enhanced the Trust's legal capabilities significantly. The service affords us complete continuity, removing any need to deal with staffing issues, allowing us to concentrate on the matters that are important to the Trust. The personnel at Capsticks are always available and deal with our cases in an efficient and pro-active manner. I cannot recommend this service highly enough.'*

## Benefits to you

**Cost effective resource** – we have been able to demonstrate savings of over 20% for organisations.

Ensures **complete continuity** of service, eradicating staffing problems for example; sickness, leave, changing personnel.

**Proactive progression** of claims leading to early resolution, reducing your NHS Resolution premium contributions.

**Saves you time.** We deal with the day to day running of claims leaving you to spend your time on matters that are more important to you.



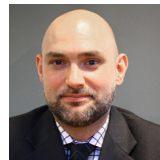
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