



# Claims Handling Service

## Who we are

Capsticks is a specialist leading health and social care law firm. We are ranked as the number one healthcare firm and have offices in London, Leeds, Birmingham and Winchester and are on panels for both NHS Resolution and private insurer clients.

## How we can help

We provide an outsourced claims handling service for healthcare clients. For a fixed annual fee we will run all your clinical negligence and employer's liability claims from pre-action stage through to reporting the claim to your insurer clients and liaising with panel firms thereafter. We will act as your claims department and liaise with all internal and external stakeholders in the claims process to ensure that the relevant evidence is obtained and the claims are progressed as quickly as possible.

*"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 staff 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." - Capsticks client*

## Benefit to you

You will benefit from a streamlined, proactive and expert service which ensures that your claims are dealt with in the most efficient manner possible, leading to early settlement, robust defence or early discontinuance as applicable. The service is provided at a lower cost to the Hospital than your current service and sits within a leading healthcare firm, overseen by specialist claims handlers and lawyers. You do not need to employ legal staff; the service provides continuity and guards against sickness or other unexpected employee absence. Included in the package is:

- A 24/7 medico-legal helpline
- Quarterly reporting - tailored to your governance requirements
- On-site presence, if required, at a discounted rate

## How much does it cost?

The service is priced at a fixed cost per annum and the level of the fee depends on the number of claims in your portfolio. We will liaise with you closely to understand the current arrangements in place and the volume and type of claims your organisation has before providing you with a tailored fixed fee quote. We are confident that we can deliver significant savings to your organisation. If you would like to get in touch and find out more, please contact:

## Contact



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