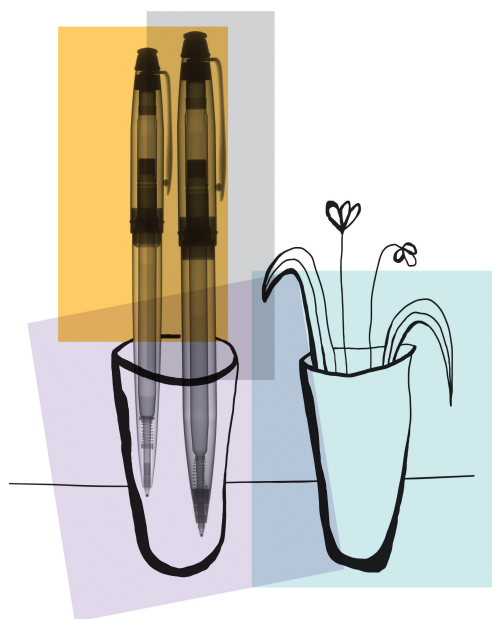


Claims Handling Service

Capsticks' claims handling service is a unique offering which can provide your NHS organisation with a secure, professional and cost-effective way of dealing with your claims. We work with a growing number of NHS Trusts across England.

As lawyers specialising in healthcare, we work in partnership with legal departments at NHS Trusts. We see the challenges they face on a daily basis. Difficulties in recruiting and retaining staff, a lack of capacity to deal with increasing numbers of claims, and increasing pressure to reduce costs means that there are fewer resources to devote to learning lessons from claims. We offer a solution.

Our claims handling team deal with all claims at any stage of proceedings, including employer's liability and public liability claims, as well as clinical claims. We currently manage over 650 active claims and our clients also have access to our fully qualified team of solicitors and barristers who specialise in inquests as well as claims, and a 24 hour emergency advice line.



Benefits to you and your Trust

Our service is a **high-quality and cost effective resource** which will aim to enable savings of over 20% for your organisations.

We ensure complete **continuity of service**, which can eradicate staffing problems due to sickness, leave and changing personnel.

Proactive progression of claims leading to early resolution. We deal with the day-to-day running of claims, giving you peace of mind and the opportunity to devote time to safety and learning initiatives and project work.

Our team can also deliver **face-to-face training sessions** for staff on key topics, to keep your team working in line with the latest guidance.

The **analysis** we provide enables **trends in claims** to be identified so you can take action to prevent future issues, resulting in better patient safety and experience across your organisation.

We use a **secure paperless case management system** which records deadlines, costs and key information, allowing our claims handlers to have instantaneous access to the information they need.

What our clients say:

"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" —Capsticks client

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