

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 your organisation's reputation is at stake, you need to be confident that your legal advisors will provide you with speedy, reliable advice, every time.

Capsticks can give you 24 hour access to a team of experienced healthcare lawyers, providing you with prompt, practical, expert advice when you need it.

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 that you think may be covered by your medical malpractice policy, rapidly and cost effectively.

Our service covers all aspects of healthcare law, including consent to treatment cases, inquests, press injunctions and suspected fraud.

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.

WHEN SHOULD YOU CALL?

You may wish to telephone us if an incident takes place whilst treating a client/patient or if you receive correspondence from a client/patient about the services that you have provided which you think may fall

under your medical malpractice policy. We are unfortunately not able to answer queries outside the scope of your medical malpractice policy, for example, queries relating to employment, property, or public liability issues. You should also note that telephoning us on this service does not constitute notification under your policy and you should, in this regard, notify your broker.

WHAT INFORMATION WILL YOU NEED TO PROVIDE?

Please be ready to tell us who you are, which organisation you are calling on behalf of, your Medical Malpractice Policy Number and some background about the incident you are calling in respect of. Please advise us of any deadlines to which you are working to.

HOW SHOULD YOU CONTACT US?

During working hours

(9.00am to 5.30pm, Monday - Friday)

Please call our healthcare insurance team on 020 8780 6986. During office hours you will be routed to the relevant healthcare insurance specialist.

Out of hours

(Outside of working hours, weekends and bank holidays)

Please call our healthcare insurance team on 020 8780 4860. Out of hours, you will speak to an operator who will take details of your name, organisation and telephone number and, if possible, the type of legal emergency. The operator will immediately contact a Capsticks lawyer who will return your call within minutes.

CONTACT



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