

Claims Structure Chart

2024



Telephone number: Head Office – 0207 811 2700
Leeds office – Primary Care Appeals only – 0203 928 2000
For all GP Indemnity enquires – 0207 811 6212

CONTACT US – please click on the link [here](#)

Director of Claims: Simon HAMMOND

Deputy Director of Claims: Kamalpreet BEDI

PA to Director and Deputy Director of Claims:
Jennifer COLMAN – 0207 811 2700

Head of Claims Operations: Jon CAWLEY

Deputy Head of Claims Operations:
Dominic HADFIELD
Nigel HUNT
Shama NANJI
Sarah PAPPS

Teams: See Following Pages

Claims Validation Team Leader: Paul GAUSBY

Head of Performance and Improvement: Clara COOPER
Deputy Head of Performance and Improvement: Helen GRIFFITH

Contracts Manager: Ricky CHANA

Audit Team Manager: John WALKER, Amanda BUTLER

Service Improvement Team Leader: Sara REES

Head of Early Notification (Legal): Sangita BODALIA
Deputy Head of Early Notification (Legal) Beth DICKINSON

Claims Training and Recruitment Lead: Melody DU TOIT

Claims Training Team Manager: Jacky O'MALLEY, Hatice BALLIKAYA

Head of Claims Strategy: Steven CHAHLA

Strategic Intervention Team Leader: Rishipal SINGH, Olushola IGBINEHI

Technical Claims Director: John MEAD
Deputy Technical Claims Director: Rose-Anna LIDIARD

PA to Technical Claims Unit:
Jean BOUSTEAD 0207 811 2700

Head of Technical Claims:
Helen AYERS
Carlotta PIDGEON
Julienne VERNON

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REGIONAL TEAMS

Head of Claims Operations: Jon CAWLEY
Deputy Head of Claims Operations: Nigel HUNT

EAST OF ENGLAND 1	EAST OF ENGLAND 2	LONDON 1	LONDON 2	LONDON 3
Operational Team Leader Leslie Ann DANIEL-DAVIES	Operational Team Leader Richard TOPLIS	Operational Team Leader Surinder MANDAIR	Operational Team Leader Christina DEACONS	Operational Team Leader Stephen DALGADO
Technical Leader Sarah WARD	Technical Leader Beverley SMITH	Technical Leader Emma MOREY	Technical Leader Lee ADAMS	Technical Leader Lee ADAMS Emma MOREY

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REGIONAL TEAMS

Head of Claims Operations: Jon CAWLEY
Deputy Head of Claims Operations: Shama NANJI

MIDLANDS 1	MIDLANDS 2	MIDLANDS 3	MIDLANDS 4
Operational Team Leader Sarah JARVIS	Operational Team Leader Angela MILWOOD	Operational Team Leader Sandeep SIAN-LOTTER	Operational Team Leader Saqib HUSSAIN
Technical Leader Paul WALLER	Technical Leader Judith FARROW Jaspreet RIYAT	Technical Leader Olivia TREZISE	Technical Leader LTPS Norman CHALLIS

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Deputy Head of Claims Operations: Shama NANJI

NORTH EAST & YORKSHIRE
1

Operational Team Leader
Ittrat ISHFAQ

Technical Leader
Nicola KEHOE

NORTH EAST & YORKSHIRE
2

Operational Team Leader
Samiya NAQVI

Technical Leader
Christopher LIVINGSTON

NORTH EAST & YORKSHIRE
3

Operational Team Leader
Paula MIDDLEWICK

Technical Leader
Christopher LIVINGSTON
Nicola KEHOE

PRE-LITIGATION TEAM

Operational Team Leader
Sheryl GATWARD

Technical Leader
Claire TELLIS-DOHERTY

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REGIONAL TEAMS

Head of Claims Operations: Jon CAWLEY
Deputy Head of Claims Operations: Dominic HADFIELD

NORTH WEST 1	NORTH WEST 2	NORTH WEST 3	NORTH WEST 4
Operational Team Leader Oliver BRUCE	Operational Team Leader Tasleem AMIN	Operational Team Leader Andrea LENG	Operational Team Leader Laura BAURESS
Technical Leader Lisa-Marie MUSGRAVE	Technical Leader Samantha BERRY	Technical Leader - CNSC Charlotte BERESFORD-BELL	Technical Leader Charlotte CIVICO

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REGIONAL TEAMS

Head of Claims Operations: Jon CAWLEY
Deputy Head of Claims Operations: Dominic HADFIELD

SOUTH EAST 1

Operational Team Leader
Fareeha DURRANI

Technical Leader
Mark SMITHERAM

SOUTH EAST 2

Operational Team Leader
Cathal DUNNE

Technical Leader
Shannon MURPHY

SOUTH WEST 1 INDEPENDENT & NON- REGIONAL

Operational Team Leader
Samuel HEDGES

Technical Leader
Bethan PHELPS

SOUTH WEST 2 INDEPENDENT & NON- REGIONAL

Operational Team Leader
Raeesa YASIN

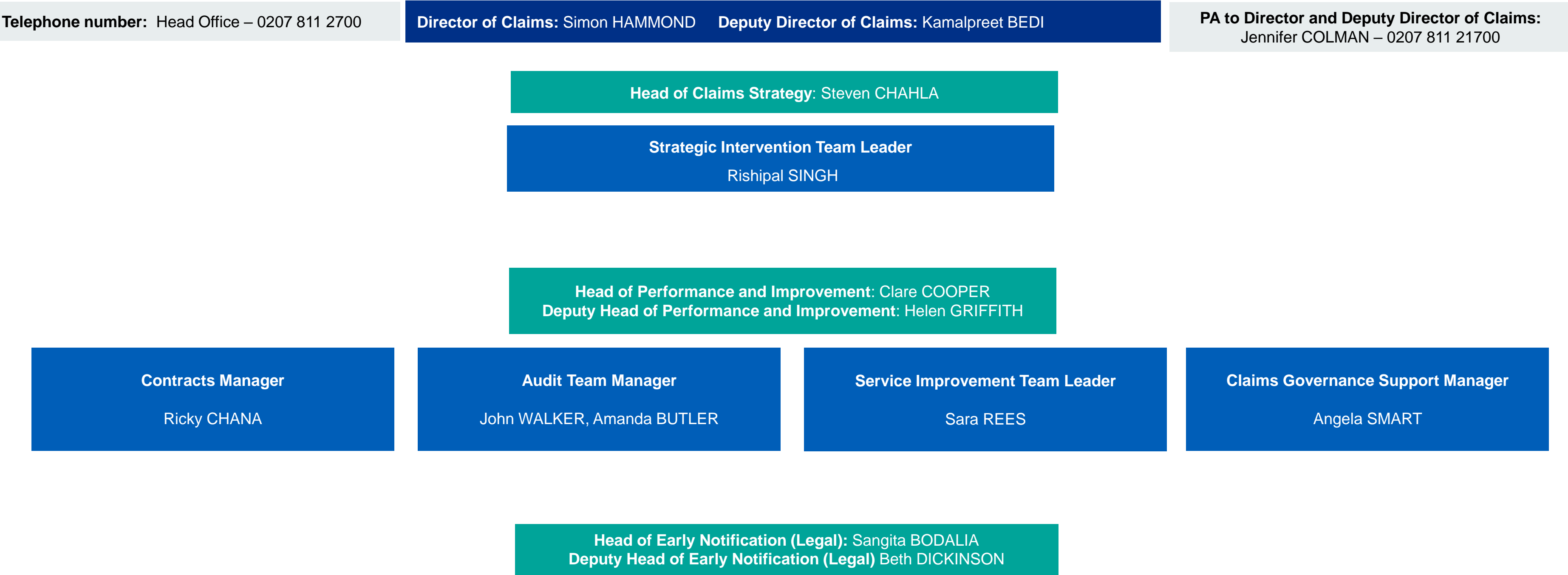
Technical Leader
Oliver CARSON

Claims Structure Chart

2024



Resolution



Claims Recruitment and Training Team

2024



Telephone number: Head office – 0207 811 2700
Email:
TRAINING: nhsr.claimstraining@nhs.net
RECRUITMENT: nhsr.claimsrecruitment@nhs.net

Director of Claims: Simon HAMMOND **Deputy Director of Claims:** Kamalpreet BEDI

PA to Director and Deputy Director of Claims:
Jennifer COLMAN – 0207 811 2700

Head of Claims Operations: Jon CAWLEY

Claims Training & Recruitment Team
Team Number – 0207 811 2700

Training and Recruitment Manager
Melody DU-TOIT

Training and Recruitment Support Manager
Liliana FLORAS

Senior Claims Handler Skills Trainer
Sonia RIAZ

Programme Executive
Hayley WHARRICK

Training and Development SME
Mirabel WILLIAMS

Claims Handler Skills Trainers
Senior Trainer- Sonia RIAZ
Michael COLEBROOKE – TAYLOR
Douglas LINES
Sam CONSTABLE

Claims Programme Support Officers
Training PSO - Kavina NARAYAH
Recruitment PSO - Hayley SUGDEN
Training & Recruitment PSO- Dominique SLIVKIN

Claims Training & Recruitment Coordinators
Training – Kathryn GILL
Training – Saima SAULAT
Recruitment – Carla DOLOT

Training Team
Team Number – 0207 811 2850

Training Team Manager
Jacky O'MALLEY
Hatice BALLIKAYA

Training Team Support Manager
Claire THOMPSON

Claims Validation Team
Team Number – 0207 811 2674

Team Leader
Paul GAUSBY

Complaints and Learning Manager
Elaine DAWSON

Safety and Learning / Early Notification (EN) – Clinical Staff Structure Chart

2024



Telephone number: Head Office – 0207 811 2700

Safety and Learning Director: Megan BIDDER Deputy Director of Safety and Learning: Alex CROWE

PA to Safety and Learning Director:
Donna POOLE – 0207 811 2700

Early Notification Team Team number – 0207 811 6263
Head of Early Notification (Clinical) Annette ANDERSON
Safety and Learning Lead - EN Lynn TILLEY, Jayne POOLE
Maternity Incentive Clinical Lead Bridget DACK
EN Family Liaison and Mediation Lead Elizabeth PELLIS
EN Clinical Advisers Tim DRAYCOTT Erum KHAN Clinical Fellows Laura GRANSHAW- National Obstetric Cordelia YARBOROUGH - National Obstetric Hannah CHAMBERLAIN - National Neonatal Alexandra LU - National Neonatal Rachel WALSH - National Neonatal Laura DYNAN - National Midwifery Claire CAMERON- National Midwifery
EN Clinical Co-Ordinator Susan GRAY

Safety and Learning Team 0207 811 2700
Head of Safety and Learning Naomi ASSAME
Safety and Learning Lead Justine SHARPE (London Tim SHURLOCK (South) Michelle STAFFORD (South)
National Safety and Learning Lead – General Practice Samantha THOMAS
Associate Safety and Learning Lead Louise BRADLEY (North) Abi FOGARTY (London) Caroline LATHAM-PARKER (South) Victoria WILKINS (North) Senior Clinical Advisor – General Practice Anwar Khan
Project Co-Ordinator Nofisat ADEBANWO Admin Support Officer Nana OWUSU – AFRIYIE