

# Claims Structure Chart

## 2026

**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](#)

**Executive Director of Claims:** Simon HAMMOND

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

**Deputy Director of Claims Management:** Kamalpreet BEDI

**Head of Claims Operations:**  
Shama NANJI

**Head of Claims Governance:**  
Clara COOPER

**Interim Head of Early  
Notification (Legal):**  
Beth DICKINSON

**Technical Claims Director:**  
John MEAD

**Deputy Director of Claims Support:**  
David GURUSINGHE

**Deputy Head of Claims Operations:**  
Oliver BRUCE  
Dominic HADFIELD  
Nigel HUNT

**Contracts Manager:** Ricky CHANA

**Audit Team Managers:**  
Amanda BUTLER  
John WALKER

**Deputy Technical Claims Director:**  
Rose-Anna LIDIARD

**Head of Claims Support:**  
Ian MARSHALL

**Regional Teams:**  
See Following Pages

**Claims Training Lead:**  
Melody DU TOIT

**PA to Technical Claims Unit:**  
Jean BOUSTEAD 0207 811 2700

**Deputy Head of Claims Support:**  
Helen GRIFFITH

**Claims Validation Team Leader**  
Paul GAUSBY

**JCM Academy & Apprenticeship  
Team Manager:**  
Hatice BALLIKAYA

**Head of Technical Claims:**  
Kirsty O'REILLY  
Carlotta PIDGEON  
Julienne VERNON

**Claims Support Service Delivery Lead:**  
Sarah SORSBY

**Strategic Intervention Team Managers:**  
Olushola IGBINEHI  
Rishipal SINGH

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### REGIONAL TEAMS

Head of Claims Operations: Shama NANJI

Deputy Head of Claims Operations: Nigel HUNT

Deputy Head of Claims Operations: Oliver BRUCE

EAST OF ENGLAND  
1

EAST OF ENGLAND  
2

LONDON  
1

LONDON  
2

LONDON  
3

Operational Team Leader  
Leslie Ann DANIEL-DAVIES

Operational Team Leader  
Charlotte BUCKLEY

Operational Team Leader  
Surinder MANDAIR

Operational Team Leader  
Sandeep SIAN-LOTTER

Operational Team Leader  
Stephen DALGADO

Technical Leader  
Sarah WARD

Technical Leader  
Beverley SMITH

Technical Leader  
Emma MOREY

Technical Leader  
Claire TELLIS-DOHERTY

Technical Leader  
Kelly MILES

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### REGIONAL TEAMS

Head of Claims Operations: Shama NANJI

Deputy Head of Claims Operations: Oliver BRUCE

MIDLANDS  
1

Operational Team Leader  
Sarah JARVIS

Technical Leader  
Paul WALLER

MIDLANDS  
2

Operational Team Leader  
Angela MILWOOD

Technical Leader  
Judith FARROW  
Jaspreet RIYAT

MIDLANDS  
3

Operational Team Leader  
David GOODBODY

Technical Leader  
Olivia TREZISE

MIDLANDS  
4

Operational Team Leader  
Saqib HUSSAIN

Technical Leader  
Rosemarie ASHFORD  
Gemma CORLETT

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### REGIONAL TEAMS

Head of Claims Operations: Shama NANJI

Deputy Head of Claims Operations: Nigel HUNT

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  
Sonia RIAZ

Technical Leader  
James PARSONAGE

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### REGIONAL TEAMS

Head of Claims Operations: Shama NANJI

Deputy Head of Claims Operations: Dominic HADFIELD

NORTH WEST  
1

Operational Team Leader  
Chloe LLOYD

Technical Leader  
Colette PEACH

NORTH WEST  
2

Operational Team Leader  
Tasleem AMIN

Technical Leader  
Samantha BERRY

NORTH WEST  
3

Operational Team Leader  
Andrea LENG

Technical Leader  
Lee ADAMS

NORTH WEST  
4

Operational Team Leader  
Laura BAURESS

Technical Leader  
Charlotte CIVICO  
Michelle KAY

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### REGIONAL TEAMS

Head of Claims Operations: Shama NANJI

Deputy Head of Claims Operations: Dominic HADFIELD

SOUTH EAST  
1

Operational Team Leader  
Fareeha DURRANI

Technical Leader  
Mark SMITHERAM  
Asha VEKARIA

SOUTH EAST  
2

Operational Team Leader  
Cathal DUNNE

Technical Leader  
Shannon MURPHY

SOUTH WEST INDEPENDENT  
& NON-REGIONAL  
1

Operational Team Leader  
Samuel HEDGES

Technical Leader  
Sarah SCULLY

SOUTH WEST INDEPENDENT  
& NON-REGIONAL  
2

Operational Team Leader  
Raeesa YASIN

Technical Leader  
Oliver CARSON

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### REGIONAL TEAMS

#### NON-CLINICAL

Head of Claims Operations: Shama NANJI

Deputy Head of Claims Operations: Oliver BRUCE

**NON-CLINICAL NORTH**  
Midlands, North East &  
Yorkshire, North West

**NON-CLINICAL SOUTH**  
East of England, London,  
South East, South West

**Operational Team Leader**  
Bina MAHANTA

**Operational Team Leader**  
Rizwana BUTT

**Technical Leader**  
Norman CHALLIS

**Technical Leader**

**Claims Validation Team**  
Team Number – 0207 811 2674

Head of Claims Operations: Shama NANJI

**Team Leader**  
Paul GAUSBY

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## Resolution

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PA to Director and Deputy Director of Claims:  
Jennifer COLMAN – 0207 811 21700

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

Head of Claims Governance: Clara COOPER

Claims Governance Support  
Manager  
  
Angela SMART

Audit Team Manager  
  
Amanda BUTLER  
John WALKER

Contracts Manager  
  
Ricky CHANA

Claims Training Lead  
  
Melody DU TOIT

JCM Academy & Apprenticeship  
Team Manager  
  
Hatice BALLIKAYA

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Head of Claims Support: Ian MARSHALL

Deputy Head of Claims Support: Helen GRIFFITH

Service Improvement Team Leader  
Kimberley PORTER (Interim)  
Kevin THOMPSON

Strategic Intervention Team Leader  
Rishipal SINGH  
Olushola IGBINEHI

Claims Support Service Delivery Lead  
Sarah SORSBY

# Safety and Learning / Early Notification (EN) – Clinical Staff Structure Chart 2026



Resolution

Telephone number: Head Office – 0207 811 2700

Director of Safety and Learning: Megan BIDDER  
Deputy Director for Maternity Programmes and Evaluations: Rebecca WILSON–CRELLIN  
Deputy Director of Safety and Learning: Naomi ASSAME

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

**Deputy Head of Early Notification (Clinical)**  
Laura DYNAN

**Safety and Learning Lead - EN**  
Lynn TILLEY, Jayne POOLE

**EN Family Liaison and Mediation Lead**  
Elizabeth PELLIS

**Senior Maternity Advisor**  
Erum KHAN

**Clinical Fellows**  
Katherine BARTON - National Obstetric  
Oluremi MOGEKWU - National Obstetric  
Katie EVANS - National Neonatal  
Behrouz NEZAFAT MALDONADO - National Neonatal  
Kelly BIRLESON - National Midwifery

**Safety and Learning Team**  
0207 811 2700

**Head of Safety and Learning**  
Michelle STAFFORD

**Programme Manager: Maternity Schemes Evaluation and Implementation**  
Tim SHURLOCK

**Senior Programme Lead: Maternity Scheme Evaluation and Implementation**  
Nick RIGG

**Maternity Incentive Scheme Clinical Lead**  
Bridget DACK

**Safety and Learning Lead**  
Louisa BRADLEY (North)  
Caroline LATHAM-PARKER (South)  
Ellen NICHOLSON (General Practice)  
Samantha THOMAS (Midlands & East)  
Justine SHARPE (London)

**Associate Safety and Learning Lead**  
Ingrid HENDERSON (London & South West)  
Henrietta JAMES-HILL (Midlands & East)  
Abi FOGARTY (London)  
Victoria WILKINS (North)