

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
Paula MIDDLEWICK
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

EAST OF ENGLAND
1

Operational Team Leader
Leslie Ann DANIEL-DAVIES

Technical Leader
Sarah WARD

EAST OF ENGLAND
2

Operational Team Leader
Charlotte BUCKLEY

Technical Leader
Beverley SMITH

Deputy Head of Claims Operations: Oliver BRUCE

LONDON
1

Operational Team Leader
Surinder MANDAIR

Technical Leader
Emma MOREY

LONDON
2

Operational Team Leader
Sandeep SIAN-LOTTER

Technical Leader
Claire TELLIS-DOHERTY

LONDON
3

Operational Team Leader
Stephen DALGADO

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
Gemma ASHRAF
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

SOUTH EAST
2

Operational Team Leader
Cathal DUNNE

Technical Leader
Shannon MURPHY

SOUTH EAST
3

Operational Team Leader
Sheryl GATWARD

Technical Leader
Asha VEKARIA

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
Hannah RICE

Claims Validation Team
Team Number – 0207 811 2674

Head of Claims Operations: Shama NANJI

Team Leader
Paul GAUSBY

Claims Structure Chart

2026



Resolution

Telephone number: Head Office – 0207 811 2700

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

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)