**Claims Staff Structure Chart**

*May 2020*

**Director of Claims:** Simon HAMMOND – 2736

**Deputy Director of Claims:** Kamalpreet Bedi – 2678

**Head of Claims Strategy:** Steven CHAHLA – 2704

**Head of Claims Operations:** Jon Cawley – 2809

**Deputy Head of Claims Operations:** Dominic HADFIELD – 2718
Marc HEMINGWAY – 6249

**Team Leaders:** See Following Slides

**Head of Claim Strategy:** Steven CHAHLA – 2704

**Contract Manager:** Hayley MADRICK – 6244

**Audit Team Manager:** John WALKER – 2821

**Service Improvement Team Manager:** Helen GRIFFITH – 6208

**Fraud Team Leader:** Paul GAUSBY – 2813

**Head of Performance and Improvement:** Michelle PICKERING - 2058

**PA to Director and Deputy Director of Claims:**
Angie GROSSE - 6291

**Data Analytics and Integrity Manager:**

**Strategic Intervention Team Manager:** Rishipal SINGH - 2754

**Telephone number:** 020 7811 – Extension

**Email:** firstname.surname@resolution.nhs.uk
**Claims Staff Structure Chart**

**May 2020**

**Director of Claims:** Simon HAMMOND – 2736  
**Deputy Director of Claims:** Kamalpreet Bedi - 2678

**Head of Claims Operations:** Jon CAWLEY - 2809  
**Deputy Head of Claims Operations:** Dominic HADFIELD - 2718

**Phone number:** 020 7811 – Extension  
**Email:** firstname.surname@resolution.nhs.uk

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**ADMIN TEAM**

**Team Leader**  
Ade BANJO – 2703

**Admin Assistants**  
Yasin HAMMAD – 2889  
Ashley FARLEY-LINDSAY – 6247  
Abigail PRYCE – 6262  
Sally WILSON – 6227  
Hasnat SHAHRIYAR – 6243  
Toyin DOUGLAS - 6273

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**CNSGP Indemnity 1**

**Team Leader**  
Clara COOPER – 2753  
Sheryl GATWARD - 2680

**Case Managers**  
Oliver CARSON - 2687  
Stephen DALGADO – 2785  
Babita DATTA – 2601  
Danny SARGEANT – 2809  
Samuel HEDGES – 6205  
Emma GROSE-MCCALL – 2874  
Odene HIGGINS – 2748  
Sanddeep SIAN – 6240  
Louise BOULTON – 6204  
Ray THOMAS - 2752

**Claims Assistant**  
Sadiyya YASMIN - 6248

**S&L Buddy**  
Ellen NICHOLSON

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**CNSGP Indemnity 2**

**Team Number - 2883**

**Team Leader**  
Richard TOPLIS – 2712

**Deputy Team Leader**  
Richard TOPLIS – 2712

**Case Managers**  
Shannon MURPHY - 2682  
Claire TURK - 2717  
Alma RAHMAN - 2673  
Lauren KARMEL – 6220

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**Claims Assistant**  
Lily BARCLAY - 2848

**S&L Buddy**  
Jeanette BEER - 2839

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**PA to Director and Deputy Director of Claims:**  
Angie GROSSE - 6291

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**NHS Resolution**
**Claims Staff Structure Chart**  
**May 2020**

**Telephone number:** 020 7811 – Extension

**Email:** firstname.surname@resolution.nhs.uk

**Director of Claims:** Simon HAMMOND – 2736  
**Deputy Director of Claims:** Kamalpreet Bedi - 2678

**Head of Dispute, Resolution and Quality:** Julienne VERNON - 2741

**Change Manager**  
Kevin THOMPSON - 2768

**(3) Industrial Disease/Counter Fraud**  
**Team Number:** 2674

**Team Leader**  
Paul GAUSBY - 2813

**Case Managers**  
Lucy PALMER - 2858

**Training Team**  
**Team Number:** 2850

**Team Leader**  
Hatice BALLIKAYA - 2850

**Junior Case Managers**  
Alexander FROST – 2781  
Alexandra SOTTO – 6267  
Joleen MENSAH – 6257  
Laura SEBASTIAN – 2888  
Tinashe KANENGONI – 6242  
Tionee INNIS – 2869  
Zsasha MUNRO – 6281
Claims Staff Structure Chart
May 2020

Telephone number: 020 7811 – Extension
Email: firstname.surname@resolution.nhs.uk

Director of Claims: Simon HAMMOND – 2736  Deputy Director of Claims: Kamalpreet Bedi - 2678

Head of Performance and Improvement: Michelle PICKERING - 2058

Contract Manager
Hayley MADRICK - 2644

Audit Team Manager
John WALKER – 2821

Audit Team
Sairah ARSHAD – 6261
Mark BOULTON – 6254
Enid BRENYAH – 6203
Anuj TALWAR - 6296

Service Improvement Team Manager
Helen GRIFFITH – 6208

Senior Service Improvement Manager
Adam MOOSA – 0203 928 2040
Kimberley PORTER – 6235

PA to Director and Deputy Director of Claims:
Angie GROSSE - 6291
Technical Claims Unit (TCU)  
May 2020

Telephone number: 020 7811 – Extension
Email: firstname.surname@resolution.nhs.uk

Technical Claims Director: John MEAD - 2744

TCU Team
Team number - 2836

Assistant Technical Claims Director
Fiona FRANCE - 2775

Technical Claims Managers
Chris KING - 2747
Bob ARNDTZ - 2776
Rose-Anna LIDIARD - 2692
Sejal MEHTA – 2727
Kevin MOSS – 2824
Leah MCSTAY - 2729

Assistant Technical Claims Director
Carole YOUNG - 2721

Technical Claims Managers
Sally CHAPMAN - 2763
Stefania WALTER - 2875
Roy TAYLOR – 2691
Victoria WALNE – 6215
Carlotta PIDGEON - 2770

Claims Assistant
Elaine OFFEI-DODOO - 2605

S&L Buddy
Jeanette BEER - 2839
Safety and Learning / Early Notification (EN) Staff Structure Chart
May 2020

Safety and Learning Director: Denise CHAFFER - 2843

EN Team
Team number - 6263

Safety and Learning team

Deputy Director
Michele GOLDEN - 6225

Safety and Learning Lead
Jeanette BEER - 2839
Justine SHARPE - 2702
Beverley HUNT - 6232
Tim SHURLOCK – 2844
Lorraine CARDILL – 6213
Ellen NICHOLSON -

Associate Safety and Learning Lead
Sharon FLETCHER – 2693
Naomi ASSAME - 2815

Clinical Fellow
Nicole MOTTOLINI – (Start date 18 May 2020)

Project Co-Ordinator
Nofisat ADEBANWO – 6268
Admin Support Officer
Kavina NARAYAH - 6285

Head of Early Notification (Legal):
Sangita BODALIA - 2634

Senior EN Case Manager
Guido MASCOLO - 2731
Amuthan RAMA - 2708
Charlotte AUSTIN - 2814
Amy PICKVANCE – 2686

EN Case Manager
Sara FOWLER – 2639
Annie MCBAIN – 2893
Hannah DE HAAN – 6271

Head of Early Notification (Clinical):
Annette ANDERSON – 2636

EN Clinical Advisers
Dee DAVIES - 6237
Tim DRAYCOTT - 2803
Jyoti SIDHU - 2628
Louise CAREW – 6214
Alexa VARDY - 6274

Early Notification Case Assistant:
Helen HARVEY – 6251
Suba GNANASEKAREM - 2868

Telephone number: 020 7811 – Extension
Email: firstname.surname@resolution.nhs.uk

PA to Safety and Learning Director:
Donna POOLE - 2766