

Claims Staff Structure Chart

September 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

PA to Director and Deputy Director of Claims:
Jennifer COLMAN - 2162

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

Fraud and Investigation Team Leader: Paul GAUSBY – 2813

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 Performance and Improvement: Michelle PICKERING - 2058

Contract Manager: Hayley MADRICK - 6244

Audit Team Manager: John WALKER – 2821

Service Improvement Team Manager: Helen GRIFFITH - 6208

Head of Claims Strategy: Steven CHAHLA – 2704

Data Analytics and Integrity Manager:

Strategic Intervention Team Manager: Rishipal SINGH - 2754

Claims Staff Structure Chart

August 2020



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(1) Members B D Team Number - 2832	(2) Members G N Team Number - 2833	(3) Members J S Team Number - 2834	(6) Members L R Team Number - 2882	(4) Members A E F I K Q T V Y Team Number - 2884	(7) Members M W Team Number - 2662
Team Leader Lee ADAMS - 2725	Team Leader Fareeha Durrani - 2886	Team Leader Mark DUBEY - 2758	Team Leader Shama NANJI - 2735	Team Leader Leslie Ann DANIEL-DAVIES – 2738	Team Leader Tasleem AMIN - 2863
Deputy Team Leader Karen DELBOST - 2734	Deputy Team Leader Richard STONER - 2749	Deputy Team Leader Angela ISLAM - 2760	Deputy Team Leader	Deputy Team Leader David DUGUID - 2711	Deputy Team Leader Paul WALLER – 2728
Case Managers Alan WILLIAMS - 2772 Bettelyn POWELL - 2762 Clair SAUNDERS - 2807 Bernard WISNIEWSKI - 2671 Daniella MICHAEL - 6290 Laura SANDOW – 2651 Jayashree VARADARAJAN - 2150	Case Managers Jayne OWEN - 2740 Glen UPTON - 2632 Sam BERRY - 2790 Anneli STAMMERS - 2608 Victoria RYAN – 2720 Bina MAHANTA – 6206 Funmi OLADIMEJI – 2715 Priyesh BHARDWAJ - 2151	Case Managers Simon MILLER - 2733 Ulrike DARBON - 2751 Mark SMITHERAM - 2819 Asha VEKARIA - 6286 Judith FARROW – 6293 (on Maternity Leave) Wahid Nazir - 6282	Case Managers Debbie SCARTH - 2795 Paula MIDDLEWICK - 2872 Danielle NEWSON - 2697 Matthew WAITE - 6299 Susan GEORGIADES - 2724 Cathal DUNNE - 2630 Anna LAU – 6259 Alexis HOWELL-JONES - 6229	Case Managers Sacha DONALDSON – 2767 James MENJOU – 2709 Karen ONOJAIFE – 2849 Tom RIDLEY – 2633 Lily KINSELLA – 2742 Courtney BARCLAY - 6224	Case Managers Mario ANZALONE - 2773 Donna JANKOVIC - 2737 Michelle RABONE - 2894 Deidre DOWER - 2787 Adrian ROE - 2797 Samantha CONSTABLE – 2794 Christina DALE - 6210 Amrit SEWAK – 6287 Mary WHITE - 6823
	Claims Assistant James MARDELL - 2816 (Members G N M)	Claims Assistant Gary EDWARDS - 2714 (Members H J S)	Claims Assistant India LAWRENCE - 2847 (Members L R D)	Claims Assistant Khadijah IBRAHIM – 2853 (Members A E F I K Q T V Y B)	
S&L Buddy Lorraine CARDILL - 6213	S&L Buddy Beverley HUNT - 6232	S&L Buddy Justine SHARPE - 2702	S&L Buddy Justine SHARPE - 2702	S&L Buddy Tim SHURLOCK - 2844	S&L Buddy Lorraine CARDILL - 6213

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(5) Members O U 2 5 Team Number - 2835	(8) Members C H P Team Number - 2663	(1) Members A - N (North Tees) Team Number - 2831	(2) Members N - Z Team Number - 2830	(9) Leeds Cohort Team Number - 0203 9282005	(10) Leeds Cohort Team Number - 0203 9282005
Team Leader Nigel Hunt – 2722	Team Leader Surinder MANDAIR - 2774	Team Leader Angela MILWOOD - 2757	Team Leader Christina DEACONS - 2732	Team Leader Bob DAWSON – 2044	Team Leader Alyson NEWLOVE - 2054
Deputy Team Leader Sarah JARVIS - 2828	Deputy Team Leader Sarah WARD - 2667	Deputy Team Leader Trevor STYLES - 2779	Deputy Team Leader Angelina FYLE - 2862	Deputy Team Leader	Deputy Team Leader
Case Managers Anne MAGNER – 2739 Amanda WINTON – 2623 James PARSONAGE – 2665 Alistair DOLLING - 6269 Syria ARCHER – 6278 Varsha KOTECHA – 2876 Jacky O’MALLEY – 6219 Kirsty HARBRON - 2647	Case Managers Jennie HENDERSON - 6241 Evonne WILLIAMS – 2664 Olushola IGBINEHI – 2871 (until 13/07/20) Arthur KEITCH – 2759 Jaspreet RIYAT – 6260 Naila MUSTAFA – 2681 Samiya NAQVI - 2842	Case Managers Lai CHOW - 2777 Andrew COOK - 2784 Robert HODGES - 2745 Julie LITTLECHILD - 2769 Jonathan PERRY - 2684 Anna FARNEN - 2823 Jeff BROWN - 2896 Gemma STANLEY - 6253 Alysa KOTADIA – 6228 Chantelle MARSHALL - 2879	Case Managers Ola ATOYEBI - 2710 James ROBERTSON - 2696 Saima WEAVER - 2791 Richard COOPER - 6297 Colin PRIOR – 2653 Anita VELJKOVIK – 6201 John ROBERTS – 2154 Michael COLEBROOKE-TAYLOR - 2822	Case Managers Kirsty O’REILLY – 2043 Melanie HORNSBY – 2051 Kiran RASHID – 2050 Rebecca KELLY – 2053 Kate HEYWOOD – 2049 Saimah JAVED - 2060	Case Managers Michael DURBAN– 020 7811 2677 David CAINE – 2041 Ittrat ISHFAQ – 2042 Raeesa YASIN - 2052 Beth DICKINSON - 2046 Ruth HEATHCOTE – 2047 Dominique WALTON – 2164 Claire THOMPSON – 2166
Claims Assistant Selda DUZGUN - 2846 (O U 2 5 C)		Claims Assistant Teresa MOYNIHAN - 2788	Claims Assistant Angela ABIODUN - 2685	Claims Assistant Rumanna MUNIR – 2059 (Leeds Cohort & P W)	
S&L Buddy Tim SHURLOCK - 2844	S&L Buddy Justine SHARPE - 2702	S&L Buddy Jeanette BEER - 2896	S&L Buddy Lorraine CARDILL - 6213	S&L Buddy Jeanette BEER - 2896	S&L Buddy Jeanette BEER - 2896

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

ADMIN TEAM

CNSGP Indemnity 1 Team Number -

CNSGP Indemnity 2 Team Number - 2883

Team Leader
Ade BANJO – 2703

Team Leader
Clara COOPER – 2753
Sheryl GATWARD - 2680

Team Leader
Richard TOPLIS – 2712

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

Case Managers
Oliver CARSON - 2687
Stephen DALGADO – 2785
Babita DATTA – 2601
Danny SARGEANT – 2809
Samuel HEDGES – 6205
Emma GROSE-MCCALL – 2874
Odene HIGGINS – 2748
Sandeep SIAN – 6240
Louise BOULTON – 6204
Ray THOMAS – 2752
Kate COSTIN - 2859

Deputy Team Leader

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

Claims Assistant
Sadiyya YASMIN - 6248

Claims Assistant
Lily BARCLAY - 2848

S&L Buddy
Ellen NICHOLSON - 2155

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

Training & Recruitment Manager

Melody DU-TOIT – 2637

Training & Recruitment Team

Liliana FLORAS – 2805
Matt PROVOST - 2156

Change Manager

Kevin THOMPSON - 2768

Fraud & Investigation Team

Team Number - 2674

Team Leader

Paul GAUSBY - 2813

Senior Case Manager

Lucy PALMER – 2858
Kalpana DHANJI - 2169

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

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Head of Performance and Improvement: Michelle PICKERING - 2058

Contract Manager

Hayley MADRICK – 2644

Contract Team Member

Leah-Marie HARVEY - 6244

Audit Team Manager

John WALKER – 2821

Audit Team

Sairah ARSHAD – 6261
Mark BOULTON – 6254
Enid BRENDAH – 6203
Anuj TALWAR - 6296

Service Improvement Team Manager

Helen GRIFFITH – 6208

Senior Service Improvement Manager

Adam MOOSA – 0203 928 2040
Kimberley PORTER – 6235
Sara REES
Joanne STEELE

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Head of Claims Strategy: Steven CHAHLA – 2704

Data Analytics and Integrity Manager:

Strategic Intervention Team Manager: Rishipal SINGH - 2754

Case Managers

Chris LIVINGSTON – 6258

Sarah PAPPS – 2755

Olushola IGBINEHI – 2871

Technical Claims Unit (TCU)

September 2020



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Technical Claims Director: John MEAD - 2744

PA to Technical Claims Director:

TCU Team
Team number - 2836

Assistant Technical Claims Director
Fiona FRANCE - 2775

Assistant Technical Claims Director
Carole YOUNG - 2721

Technical Claims Managers
Chris KING - 2747
Bob ARNDTZ - 2776
Rose-Anna LIDIARD - 2692
Sejal MEHTA – 2727
Kevin MOSS – 2824
Leah MCSTAY – 2729
Jayne ROWE – 2167

Technical Claims Managers
Sally CHAPMAN - 2763
Stefania WALTER - 2875
Roy TAYLOR – 2691
Victoria WALNE – 6215
Carlotta PIDGEON – 2770
Amira ELMENABAWAY – 2168
Hayley NICOL -

Claims Assistant
Elaine OFFEI-DODOO - 2605

S&L Buddy
Beverley HUNT - 6232

S&L Buddy
Beverley HUNT - 6232

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

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Safety and Learning Director: Denise CHAFFER - 2843

PA to Safety and Learning Director:
Donna POOLE - 2766

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 - 07812482307

Project Co-Ordinator

Nofisat ADEBANWO – 6268

Admin Support Officer

Kavina NARAYAH - 6285

EN Team

Team number - 6263

Head of Early Notification (Legal):

Sangita BODALIA - 2634

Senior EN Case Manager

Guido MASCOLO - 2731
Amuthan RAMA - 2708
Charlotte AUSTIN - 2814
Amy PICKVANCE – 2686 (on Maternity Leave)
Annie MCBAIN – 2893 (on Secondment)
Hannah DE HAAN – 6271 (on Maternity Leave)
Beth Dickinson – 2046 (Secondment)
Sara FOWLER – 2639 (Secondment)

Head of Early Notification (Clinical):

Annette ANDERSON – 2636

EN Clinical Advisers

Dee DAVIES - 6237
Tim DRAYCOTT - 2803
Jyoti SIDHU - 2628
Alexa VARDY – 6274
Lynn TILLEY – 2158
Gerogina BREHAUT - 2021

Maternity Incentive Clinical Lead

Elita MAZZOCCHI - 2804

Early Notification Administrator

Toyin DOUGLAS - 6273

Early Notification Case Assistant:

Helen HARVEY – 6251
Suba GNANASEKAREM - 2868