

# Claims Staff Structure Chart

## March 2021



# Resolution

**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

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Jennifer COLMAN - 2162

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

<b>(1) Members B D</b> Team Number - 2832	<b>(2) Members G N</b> Team Number - 2833	<b>(3) Members J S</b> Team Number - 2834	<b>(6) Members L R</b> Team Number - 2882	<b>(4) Members A E F I K Q T V Y</b> Team Number - 2883	<b>(7) Members M W</b> Team Number - 2662
<b>Team Leader</b> Lee ADAMS - 2725	<b>Team Leader</b> Fareeha Durrani - 2886	<b>Team Leader</b> Mark DUBEY - 2758	<b>Team Leader</b> Shama NANJI - 2735	<b>Team Leader</b> Leslie Ann DANIEL-DAVIES – 2738	<b>Team Leader</b> Tasleem AMIN - 2863
<b>Senior Case Managers</b> Alan WILLIAMS - 2772 Laura SANDOW – 2651 Clair SAUNDERS - 2807	<b>Deputy Team Leader</b> Richard STONER - 2749	<b>Deputy Team Leader</b> Angela ISLAM - 2760	<b>Senior Case Managers</b> Matthew WAITE – 6299 Debbie SCARTH - 2795	<b>Deputy Team Leader</b> David DUGUID – 2711	<b>Deputy Team Leader</b> Paul WALLER – 2728
<b>Case Managers</b> Bettelyn POWELL - 2762 Bernard WISNIEWSKI - 2671 Jayashree VARADARAJAN – 0203 928 2150 Charlotte ROBINSON - 2895	<b>Senior Case Manager</b> Sam BERRY - 2790 Funmi OLADIMEJI – 2715	<b>Senior Case Managers</b> Mark SMITHERAM - 2819 Asha VEKARIA - 6286 Judith FARROW – 6293 (on Maternity Leave) Arthur KEITCH - 2759	<b>Case Managers</b> Paula MIDDLEWICK - 2872 Danielle NEWSON - 2697 Susan GEORGIADES - 2724 Cathal DUNNE - 2630 Anna LAU – 6259 Alexis HOWELL-JONES – 6229 Cynthia HUGHES-WILLIAMS - 6244 Amrit SEWAK - 6827	<b>Senior Case Managers</b> Lily KINSELLA - 2742	<b>Senior Case Manager</b> Donna JANKOVIC – 2737 Mario ANZALONE - 2773
	<b>Case Managers</b> Jayne OWEN - 2740 Glen UPTON - 2632 Anneli STAMMERS - 2608 Victoria RYAN – 2720 Priyesh BHARDWAJ - 2151	<b>Case Managers</b> Simon MILLER - 2733 Ulrike DARBON - 2751 Wahid NAZARI – 6282 Ayesha AHMED – 2022	<b>Junior Case Manager</b> Alexander FROST - 2781	<b>Case Managers</b> Sacha DONALDSON – 2767 James MENJOU – 2709 Karen ONOJAIFE – 2849 Tom RIDLEY – 2633 Courtney BARCLAY - 6224	<b>Case Managers</b> Michelle RABONE - 2894 Deidre DOWER - 2787 Adrian ROE - 2797 Samantha CONSTABLE – 2794 Christina DALE - 6210 Mary WHITE - 6283
	<b>Junior Case Manager</b> Laura SEBASTIAN – 2888 Zsasha Munro - 6281				
	<b>Claims Assistant</b> James MARDELL - 2816 <b>(Members G N M)</b>	<b>Claims Assistant</b> Gary EDWARDS - 2714 <b>(Members H J S)</b>	<b>Claims Assistant</b> India LAWRENCE - 2847 <b>(Members L R D)</b>	<b>Claims Assistant</b> Khadijah IBRAHIM – 2853 <b>(Members A E F I K Q T V Y B)</b>	
<b>S&amp;L Buddy</b> Lorraine CARDILL - 6213	<b>S&amp;L Buddy</b> Beverley HUNT - 6232	<b>S&amp;L Buddy</b> Justine SHARPE - 2702	<b>S&amp;L Buddy</b> Justine SHARPE - 2702	<b>S&amp;L Buddy</b> Tim SHURLOCK - 2844	<b>S&amp;L Buddy</b> Lorraine CARDILL - 6213

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

**Head of Claims Operations:** Jon CAWLEY - 2809 **Deputy Head of Claims Operations:** Marc HEMMINGWAY - 6249

(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
<b>Team Leader</b> Nigel Hunt – 2722	<b>Team Leader</b> Surinder MANDAIR - 2774	<b>Team Leader</b> Angela MILWOOD - 2757	<b>Team Leader</b> Christina DEACONS - 2732	<b>Team Leader</b> Bob DAWSON – 2044	<b>Team Leader</b> Alyson NEWLOVE - 2054
<b>Deputy Team Leader</b> Sarah JARVIS - 2828	<b>Deputy Team Leader</b> Sarah WARD - 2667	<b>Deputy Team Leader</b> Trevor STYLES - 2779	<b>Deputy Team Leader</b> Angelina FYLE - 2862	<b>Senior Case Managers</b> Kirsty O'REILLY – 2043 Rebecca KELLY – 2053 (Maternity Leave)	<b>Senior Case Managers</b> David CAINE – 2041 Charlotte BERESFORD-BELL - 2007
<b>Senior Case Managers</b> Amanda WINTON – 2623 James PARSONAGE - 2665	<b>Senior Case Managers</b> Jennie HENDERSON – 6241 Samiya NAQVI - 2842	<b>Case Managers</b> 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 (Maternity Leave) Chantelle MARSHALL - 2879	<b>Case Managers</b> 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 Ray THOMAS – 2752	<b>Case Managers</b> Melanie HORNSBY – 2051 Kiran RASHID – 2050 Saimah JAVED – 2060 Charlotte BUCKLEY – 2024 Sarah SCULLY - 2028	<b>Case Managers</b> Dominique WALTON – 2164 Amar ALI – 2009 Jennifer LAWLESS – 2062 Jessica BOURKE – 2070 Gemma ASHRAF – 2137
<b>Case Managers</b> Alistair DOLLING - 6269 Syria ARCHER – 6278 Varsha KOTECHA – 2876 Jacky O'MALLEY – 6219 Kirsty HARBRON – 2647 Giedre BERNECKAITE - 02039282033	<b>Case Managers</b> Evonne WILLIAMS – 2664 Jaspreet RIYAT – 6260 Naila MUSTAFA – 2681	<b>Claims Assistant</b> Teresa MOYNIHAN - 2788	<b>Claims Assistant</b> Angela ABIODUN - 2685		<b>Claims Assistant</b> Rumanna MUNIR – 2059 (Leeds Cohort & P W)
<b>Claims Assistant</b> Selda DUZGUN - 2846 (O U 2 5 C)	<b>Junior Case Managers</b> Tionee INNIS - 2869 Alexandra SOTTO - 6267				
<b>S&amp;L Buddy</b> Tim SHURLOCK - 2844	<b>S&amp;L Buddy</b> Justine SHARPE - 2702	<b>S&amp;L Buddy</b> Jeanette BEER - 2896	<b>S&amp;L Buddy</b> Lorraine CARDILL - 6213	<b>S&amp;L Buddy</b> Jeanette BEER - 2896	<b>S&amp;L Buddy</b> Jeanette BEER - 2896

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Jennifer COLMAN - 2162

**Head of Claims Operations:** Jon CAWLEY - 2809 **Deputy Head of Claims Operations:** Marc HEMMINGWAY - 6249

**(11) Leeds Cohort**  
Team Number - 0203 9282005

**ADMIN TEAM**

**Team Leader**  
Helen AYERS - 2127

**Team Leader**  
Ade BANJO – 2703

**Senior Case Managers**  
Ruth HEATHCOTE – 2047

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

**Case Managers**  
Kate HEYWOOD – 2049  
Claire THOMPSON – 2166  
Asfa RAJA – 2006  
Rebecca COUNCELL – 2136  
Sadie CARTWRIGHT – 2135

**S&L Buddy**  
Jeanette BEER - 2896



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Jennifer COLMAN - 2162

**Head of Claims Operations:** Jon CAWLEY - 2809 **Deputy Head of Claims Operations:** Dominic HADFIELD – 2718  
Mark HEMMINGWAY – 6249

GPI Indemnity 1 Team Number - 6212	GPI Indemnity 2 Team Number - 6212	GPI Indemnity 3 Team Number – 6212	GPI Indemnity 4 Team Number - 6212	GPI Indemnity 5 Team Number - 6212	GPI Indemnity 6 Team Number - 6212
<b>Team Leader</b> Clara COOPER – 2753	<b>Team Leader</b> Richard TOPLIS – 2712	<b>Team Leader</b> Sheryl GATWARD - 2680	<b>Team Leader</b> Stephen DALGADO - 2785	<b>Team Leader</b> Amanda BUTLER - 0203 928 2030	<b>Team Leader</b> Jason HILTON -
<b>Senior Case Manager</b> Emma GROSE-MCCALL - 2874 Kate COSTIN - 2859	<b>Senior Case Managers</b> Claire TURK - 2717 Alma RAHMAN - 2673	<b>Senior Case Manager</b> Sandeep SIAN - 6240 Shannon MURPHY - 6282	<b>Senior Case Manager</b> Anne MAGNER - 2739 Daniella MICHAELS - 6290	<b>Senior Case Manager</b> Michael DURBAN – 2677 Michelle KAY –	<b>Senior Case Manager</b> Ittrat ISHFAQ – 0203 928 2042
<b>Case Managers</b> Babita DATTA - 2601 Danny SARGEANT – 2809 Shaheena YUSUF -	<b>Case Managers</b> Lily BARCLAY – 2848 Dominic GRAHAM – 020 3928 2063 Louisa SIMPSON – 2856 Lorraine KILL - 2778	<b>Case Managers</b> Samuel HEDGES – 6205 Louise BOULTON – 6204 (Maternity Leave) Catherine WIGGINS – 2064 Thomas SPEARPOINT - 2095	<b>Case Managers</b> Odene HIGGINS – 2748 Adrian LIN – 2035 John MATTHEWS – 6291 Stephanie BROWN – 2096	<b>Case Managers</b> Nicola KEHOE - Fawad SHAH – Lisa-Marie MUSGRAVE -	<b>Case Manager</b> Saqib HUSSAIN – Steven PERKINS – 0203 928 2032 Rahil IQBAL – starts 22/03/21
<b>Claims Assistant</b> Ella CORMACK -	<b>Junior Case Manager</b> Tinashe KANENGONI – 6242	<b>Claims Assistant</b> Deborah AJAYI - 2067	<b>Claims Assistant</b> Rhian BODENHAM - 2066	<b>Claims Assistant</b> Douglas LINES –	<b>Claims Assistant</b> Mairead DUFFY -
	<b>Claims Assistant</b> Anna GANGUZZA – 020 3928 2065				
	<b>S&amp;L Buddy</b> Ellen NICHOLSON - 2155				

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Jennifer COLMAN - 2162

**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

### Claims Validation Team

Team Number - 2674

### Team Leader

Paul GAUSBY - 2813

### Senior Case Manager

Lucy PALMER – 2858  
Kalpana DHANJI – 020 3928  
2169

### Training Team

Team Number – 2850

### Team Leader

Hatice BALLIKAYA - 2850

### Junior Case Managers

Sadiyya YASMIN – 6248  
Aimee ONG – 2036  
Coralie WRIDE – 2069  
Gurjet KALSI – 2068  
Helen HARVEY - 6251  
Mary DARAMOLA – 2035  
Joleen MENSAH – 6257  
Phoebe COUCHMAN - 2037

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

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

### Contract Manager

Hayley MADRICK – 2644

### Contract Team Member

### Audit Team Manager

John WALKER – 2821

### Audit Team

Sairah ARSHAD – 6261  
Mark BOULTON – 6254  
Enid BRENDAH – 6203  
Anuj TALWAR – 6296  
Sasha RAMTUHUL - 2128

### Service Improvement Team Manager

Helen GRIFFITH – 6208

### Senior Service Improvement Manager

Adam MOOSA – 0203 928 2040  
Kimberley PORTER – 6235  
Sara REES - 2656  
Joanne STEELE

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

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

**Change Manager**

Kevin THOMPSON - 2768

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

**Senior Case Managers**

Chris LIVINGSTON – 6258  
Sarah PAPPS – 2755  
Olushola IGBINEHI – 2871

**Case Managers**

Bina MAHANTA – 6206  
Raeesa YASIN – 0203 928 2052  
Oliver CARSON - 2687

**Data Analytics and Integrity Manager:**



# Technical Claims Unit (TCU)

## March 2021



# Resolution

**Telephone number:** 020 7811 – Extension

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

**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 (On Secondment)  
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 - 2165

**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

## March 2021



## Resolution

Telephone number: 020 7811 – Extension

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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 – 2155  
Alan GALLAGHER – 2122  
Anwar KHAN - 2125

#### Associate Safety and Learning Lead

Sharon FLETCHER – 2693  
Naomi ASSAME – 2815  
Alison MACEFIELD – 07917050931  
Michelle STAFFORD - 07813722110  
**Clinical Fellow**  
Nicole MOTTOLINI – 07812482307  
Catherine VAUGHN – Starts 15 March 2021

#### 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)  
Hannah DE HAAN – 6271 (on Maternity Leave)  
Beth Dickinson – 2046 (Secondment)  
Sara FOWLER – 2639 (Secondment)

#### EN Case Manager

Atiyyah TOUNIS - 2025

#### 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 Claims Assistant

Toyin DOUGLAS - 6273

#### Early Notification Case Assistant:

Suba GNANASEKAREM - 2868