

# Claims Staff Structure Chart 2021



## Resolution

**Telephone number:** Head Office – 0207 811 2700  
Leeds office – Primary Care Appeals only – 0203 928 2000  
For all GP Indemnity enquires – 0207 811 6212

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

**Director of Claims:** Simon HAMMOND

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

**Deputy Director of Claims:** Kamalpreet BEDI

**Head of Claims Operations:** Jon CAWLEY

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

**Deputy Head of Claims Operations:** Dominic HADFIELD  
Marc HEMINGWAY

**Contract Manager:** Hayley MADRICK

**Head of Dispute Resolution and Quality:** Julienne VERNON

**Audit Team Manager:** John WALKER

**Fraud and Investigation Team Leader:** Paul GAUSBY

**Service Improvement Team Manager:** Helen GRIFFITH

**Technical Claims Director:** John MEAD

**Head of Claims Strategy:** Steven CHAHLA

**TCU Team**

Team number - 2836

**Data Analytics and Integrity Manager:**

**Assistant Technical Claims Director**  
Fiona FRANCE

PA to Technical Claims Director:  
Jean BOUSTEAD – 0207 811 2700

**Assistant Technical Claims Director**  
Carole YOUNG

**Strategic Intervention Team Manager:** Rishipal SINGH

**Teams:** See Following Pages

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 CNST London - 0207 811 ext  
 CNST Leeds office –0203 928 ext  
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**Email:** firstname.surname@resolution.nhs.uk

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

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

### CNST & LTPS TEAMS

**Head of Claims Operations:** Jon CAWLEY **Deputy Head of Claims Operations:** Dominic HADFIELD

<b>CNST 1 - Members B D</b> Team Number – 0207 811 2832	<b>CNST 2 - Members G N</b> Team Number - 0207 811 2833	<b>CNST 3 - Members J S</b> Team Number - 0207 811 2834	<b>CNST 6 - Members L R</b> Team Number - 0207 811 2882	<b>CNST 4- Members A E F I K Q T V Y</b> Team Number - 0207 811 2883	<b>CNST 7 - Members M W</b> Team Number - 0207 811 2662
<b>Team Leader</b> Lee ADAMS	<b>Team Leader</b> Fareeha Durrani	<b>Team Leader</b> Mark DUBEY	<b>Team Leader</b> Shama NANJI	<b>Team Leader</b> Leslie Ann DANIEL-DAVIES	<b>Team Leader</b> Tasleem AMIN
	<b>Deputy Team Leader</b> Richard STONER	<b>Deputy Team Leader</b> Angela ISLAM		<b>Deputy Team Leader</b> David DUGUID	<b>Deputy Team Leader</b> Paul WALLER

**Head of Claims Operations:** Jon CAWLEY **Deputy Head of Claims Operations:** Marc HEMMINGWAY

<b>CNST 5 - Members O U 2 5</b> Team Number - 0207 811 2835	<b>CNST 8 - Members C H P</b> Team Number - 0207 811 2663	<b>LTPS 1 - Members A - N (North Tees)</b> Team Number - 0207 811 2831	<b>LTPS 2 - Members N - Z</b> Team Number - 0207 811 2830	<b>CNST 9 - Leeds</b> Team Number - 2005	<b>CNST 10 - Leeds</b> Team Number - 0203 928 2005
<b>Team Leader</b> Nigel HUNT	<b>Team Leader</b> Surinder MANDAIR	<b>Team Leader</b> Angela MILWOOD	<b>Team Leader</b> Christina DEACONS	<b>Team Leader</b> Ian CRAIG	<b>Team Leader</b> Alyson NEWLOVE
<b>Deputy Team Leader</b> Sarah JARVIS	<b>Deputy Team Leader</b> Sarah WARD	<b>Deputy Team Leader</b> Trevor STYLES	<b>Deputy Team Leader</b> Angelina FYLE		<b>CNST 11 - Leeds</b> Team Number - 0203 928 2005
					<b>Team Leader</b> Helen AYERS

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

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

### GPI TEAMS

**Head of Claims Operations:** Jon CAWLEY    **Deputy Head of Claims Operations:** Dominic HADFIELD  
Marc HEMMINGWAY

<b>GPI 1</b> Team Number - 0207 811 6212	<b>GPI 2</b> Team Number - 0207 811 6212	<b>GPI 3</b> Team Number – 0207 811 6212	<b>GPI 4</b> Team Number - 0207 811 6212	<b>GPI 5 (Leeds)</b> Team Number - 0207 811 6212	<b>GPI 6 (Leeds)</b> Team Number - 0207 811 6212
<b>Team Leader</b> Clara COOPER	<b>Team Leader</b> Richard TOPLIS	<b>Team Leader</b> Sheryl GATWARD	<b>Team Leader</b> Stephen DALGADO	<b>Team Leader</b> Amanda BUTLER	<b>Team Leader</b> Amanda BUTLER

### CNSC TEAMS

**Head of Claims Operations:** Jon CAWLEY    **Deputy Head of Claims Operations:** Marc HEMMINGWAY

**CNSC 1 (Leeds)**  
Team Number – 0207 811 2700

**Team Leader**  
Charlotte BERESFORD-BELL

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

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

**Head of Dispute Resolution and Quality:** Julienne VERNON

**Claims Training & Recruitment Team**  
0207 811 2700

**Training & Recruitment Manager**  
Melody DU-TOIT

**Training & Recruitment Programme Executive**  
Liliana FLORAS

**Education Content Officer**  
Sophia AKHTAR

**Claims Handler Skills Trainer**  
Jennifer LAWLESS

**Training & Recruitment Coordinator**  
Dominique SLIVKIN  
Malina YAWSON

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

**Team Leader**  
Paul GAUSBY

**Complaints and Learning Manager**  
Elaine DAWSON

**Training Team**  
Team Number – 0207 811 2850

**Training Team Manager**  
Hatice BALLIKAYA  
Sarah PAPPS

**Training Team Support Manager**  
Jacky O'MALLEY

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

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

**Head of Claims Strategy:** Steven CHAHLA

**Strategic Intervention Team Manager**  
Rishipal SINGH

**Change Manager**

**Data Analytics and Integrity Manager**

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

**Contract Manager**  
Hayley MADRICK

**Audit Team Manager**  
John WALKER

**Service Improvement Team Manager**  
Helen GRIFFITH

# Safety and Learning / Early Notification (EN) Staff Structure Chart 2021



**Resolution**

**Telephone number:** Head office – 0207 811 2700

**Email:** [firstname.surname@resolution.nhs.uk](mailto:firstname.surname@resolution.nhs.uk)

**Safety and Learning Director:** Denise CHAFFER

PA to Safety and Learning Director:  
Donna POOLE – 0207 811 2700

**Early Notification Team**  
Team number – 0207 811 6263

**Head of Early Notification (Legal):**  
Sangita BODALIA

**Head of Early Notification (Clinical):**  
Annette ANDERSON

**EN Clinical Advisers**

**Maternity Incentive Clinical  
Lead**  
Elita MAZZOCCHI

**Safety and Learning Team**  
0207 811 2700

**Deputy Director**  
Michele GOLDEN

**Safety and Learning Lead**

**Associate Safety and Learning Lead**

**Project Co-Ordinator**