

Claims Structure Chart

2022



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

CONTACT US – please click on the link [here](#)

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 Claims Operations: Jon CAWLEY

Deputy Head of Claims Operations:
Dominic HADFIELD
Shama NANJI
Sarah PAPPS

Claims Validation Team Leader: Paul GAUSBY

Technical Claims Director: John MEAD

Head of Technical Claims: Julienne VERNON

Acting Head of Technical Claims
Robert DAWSON

Acting Head of Technical Claims
Rose-Anna LIDIARD

PA to Technical Claims Unit:
Jean BOUSTEAD
0207 811 2700

Head of Performance and Improvement: Michelle Pickering
Clara COOPER

Contract Manager: Ricky Chana

Audit Team Manager: John WALKER

Service Improvement Team Leader: Helen GRIFFITH

Head of Claims Strategy: Steven CHAHLA

Strategic Intervention Team Leader: Rishipal SINGH

Teams: See Following Pages

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Jennifer COLMAN – 0207 811 2700

REGIONAL TEAMS

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

EAST OF ENGLAND 1	NORTH WEST 1	NORTH WEST 2	SOUTH EAST	SOUTH WEST & MISCELLANEOUS
Operational Team Leader Leslie Ann DANIEL-DAVIES	Operational Team Leader Oliver BRUCE	Operational Team Leader Tasleem AMIN	Operational Team Leader Fareeha DURRANI	Operational Team Leader Nigel HUNT
Technical Leader Sarah WARD	Technical Leader Kirsty O'REILLY	Technical Leader	Technical Leader Shannon MURPHY Judith FARROW	Technical Leader Oliver CARSON

Head of Claims Operations: Jon CAWLEY
Deputy Head of Claims Operations: Shama NANJI

LONDON 1	LONDON 2	MIDLANDS 1	MIDLANDS 2	NORTH EAST & YORKSHIRE 1	NORTH EAST & YORKSHIRE 2
Operational Team Leader Surinder MANDAIR	Operational Team Leader Christina DEACONS	Operational Team Leader Sarah JARVIS	Operational Team Leader Angela MILWOOD	Operational Team Leader Ittrat ISHFAQ	Operational Team Leader Samiya NAQVI
Technical Leader Emma GROSE-McCALL	Technical Leader Lee ADAMS	Technical Leader Paul WALLER	Technical Leader Jaspreet RIYAT	Technical Leader Ian CRAIG	Technical Leader 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:** Sarah PAPPS

GPI 1 Team Number - 0207 811 6212	GPI 2 Team Number - 0207 811 6212	GPI 3 Team Number – 0207 811 6212	GPI 4 Team Number - 0207 811 6212	GPI 6 (Leeds) Team Number - 0207 811 6212	GPI 7 (Leeds) Team Number - 0207 811 6212
Team Leader Sandeep SIAN	Team Leader Richard TOPLIS	Team Leader Sheryl GATWARD	Team Leader Stephen DALGADO	Team Leader Rebecca KELLY	Team Leader Andrea LENG

CNSC TEAMS

Head of Claims Operations: Jon CAWLEY **Deputy Head of Claims Operations:** Sarah PAPPS

CNSC 1 (Leeds)
Team Number – 0207 811 2700

Operational Team Leader
Raeesa YASIN

Technical Leader
Charlotte BERESFORD-BELL

Claims Recruitment and Training Team

2022



Resolution

Telephone number: Head office – 0207 811 2700

Email:

TRAINING: nhsr.claimstraining@nhs.net

RECRUITMENT: nhsr.claimsrecruitment@nhs.net

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 Claims Operations: Jon CAWLEY

Claims Training & Recruitment Team
Team Number – 0207 811 2700

Training Team
Team Number – 0207 811 2850

Training & Recruitment Manager
Melody DU-TOIT

Training Team Manager
Hatice BALLIKAYA

Training & Recruitment Support Manager
Lili FLORAS

Training Team Support Manager
Cathal DUNNE

Training & Recruitment Programme Executive
Douglas LINES

Claims Handler Skills Trainer
Michael COLEBROOKE - TAYLOR

Claims Handler Skills Trainer
Sonia RIAZ

Claims Validation Team
Team Number – 0207 811 2674

Programme Support Officers
Kavina NARAYAH
Hannah SUNDERLAND

Team Leader
Paul GAUSBY

Training & Recruitment Coordinators
Dominique SLIVKIN

Complaints and Learning Manager
Elaine DAWSON

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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 Leader
Rishipal SINGH

Head of Performance and Improvement: Michelle PICKERING

Head of Performance and Improvement: Clara COOPER

Contracts Manager
Ricky CHANA

Audit Team Manager
John WALKER

Service Improvement Team Leader
Helen GRIFFITH

Claims Governance Support Manager
Angela SMART

Safety and Learning / Early Notification (EN) Staff Structure Chart 2022



Resolution

Telephone number: Head Office – 0207 811 2700

Safety and Learning Director: Dr 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

Maternity Incentive Clinical Lead
Elita MAZZOCCHI

Safety and Learning Lead - EN
Lynn TILLEY

EN Clinical Advisers
Tim DRAYCOTT

Clinical Fellows
Lucy MAUDLIN- National Obstetric
Eleanor RAYNER- National Obstetric
Rachel WALSH - National Neonatal
Alison MACEFIELD – National Midwifery

Safety and Learning Team
0207 811 2700

Deputy Director
Alex CROWE

Safety and Learning Lead
Alan GALLAGHER
Ellen NICHOLSON
Naomi ASSAME
Michelle STAFFORD
Justine SHARPE

Associate Safety and Learning Lead
Louise BRADLEY
Mark HEATH
Karen URBICKI
Samantha THOMAS

Clinical Fellow
Nicole MOTTOLINI

Senior Clinical Advisor – General Practice
Anwar Khhan

Project Co-Ordinator
Nofisat ADEBANWO

Admin Support Officer
Nana OWUSU – AFRIYIE