



# Clinical Negligence



# Who

# We Are

**Celebrating 20 successful years, we are a respected market leading medical reporting and rehabilitation provider. With a customer-focused, motivated team producing well over 150,000 medical reports and servicing over 60,000 patient records a year, we have the expert knowledge and experience to drive exceptional service and quality.**

## What We Do

We are committed to delivering excellence at every touchpoint. Our customer-centric drive and genuine passion enable us to deliver the service that is right for you, your business and your clients.

Our goal is to add real value and our definition of real value is the most advantageous combination of cost, quality and efficiency to meet your unique requirements and expectations.

## How We Work

Irrespective of your business' size or instructing volume, we will build a strong relationship with you and your wider team that focuses on partnership, quality and delivery.

Our dedicated teams are on hand to partner with you on each individual case to understand your bespoke needs and deliver timely, cost effective solutions to improve your business efficiencies.

**“ A truly bespoke service, dedicated to supporting Clinical Negligence cases. ”**



# Medical Reporting

## Quality you can trust

Speed Medical offers a truly bespoke service dedicated to supporting Clinical Negligence cases.

Instructing an agency that you can trust allows your Case Handlers to focus on their core legal activities. We offer a full suite of solutions designed to support you through each stage from nomination to report.

We offer a choice of nominated experts after assessing their relevant experience, qualifications, any case conflict and ensuring service, giving you ultimate control over the most suitable expert for your case.

We'll also facilitate direct contact with your instructed medical expert, so you'll benefit from being able to ask any questions you may have.

## Our service comprises of:

- Screening reports to aid case validation and decision making
- Comprehensive reports covering the three main areas of Clinical Negligence:
  - Condition and Prognosis
  - Causation
  - Breach of Duty
- An efficient and cost effective Medical Records Collection and Pagination service
- A team of legal and medical experts accessible for all case enquiries
- A dedicated point of contact throughout



# A Truly Valuable Partner

**At Speed Medical, our dedicated Clinical Negligence Team prides itself on an unrivalled level of service delivery. With both legal and medical experience and over 20 years dealing with Clinical Negligence cases, we understand their complex nature and have handled thousands of cases to completion.**

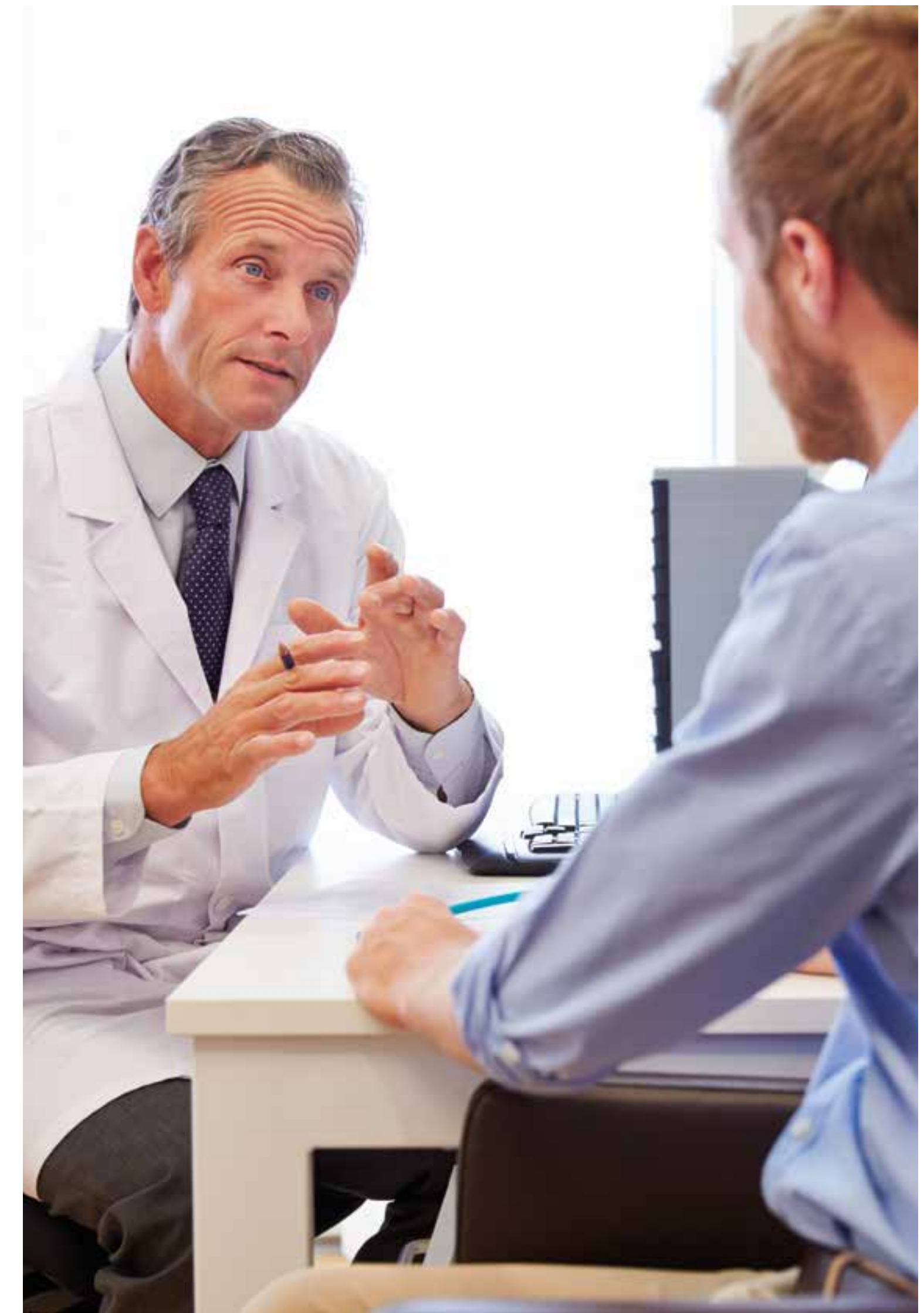
Each case is assigned to a dedicated Case Handler to manage from nomination to report, meaning they are solely accountable for every aspect of that case and will be the single point of contact throughout. Cases are reviewed daily and updates are provided as and when required.

Responsible for training and supporting the wider team, our in-house Registered Nurse specialises in Clinical Negligence and brings a wealth of experience from both public and private sectors.

Your dedicated Account Manager will also be on hand to oversee the entire process with access to specialist Clinical Negligence legal experience in both claimant and defendant arenas.

## Why choose Speed Medical?

- Our dedicated team is solely focused on Clinical Negligence cases
- We have 20 years' experience in Clinical Negligence
- We have handled thousands of Clinical Negligence cases to completion
- Your case will be assigned to a dedicated Case Handler to manage from instruction to report
- Our in-house Registered Nurse specialises in Clinical Negligence
- Every case is monitored daily to ensure adherence to service delivery
- We offer favourable commercial terms to aid cash flow within your business



# Our Core Services



**We have combined a set of core services to aid you throughout the investigative and evidence gathering stages of a Clinical Negligence claim.**

## Screening Reports

To aid case validation and decision making in a Clinical Negligence case we are able to provide comprehensive screening reports to assist in identifying suboptimal levels of care. Where highlighted, this can support an application for ATE insurance if required.

Screening reports are completed by our highly experienced panel of medical experts. The panel is trained and clinically governed by a renowned physician who was a Senior Assessor for the General Medical Council and a Clinical Complaints Adviser for the Medical Defence Union.

## Medical Reports

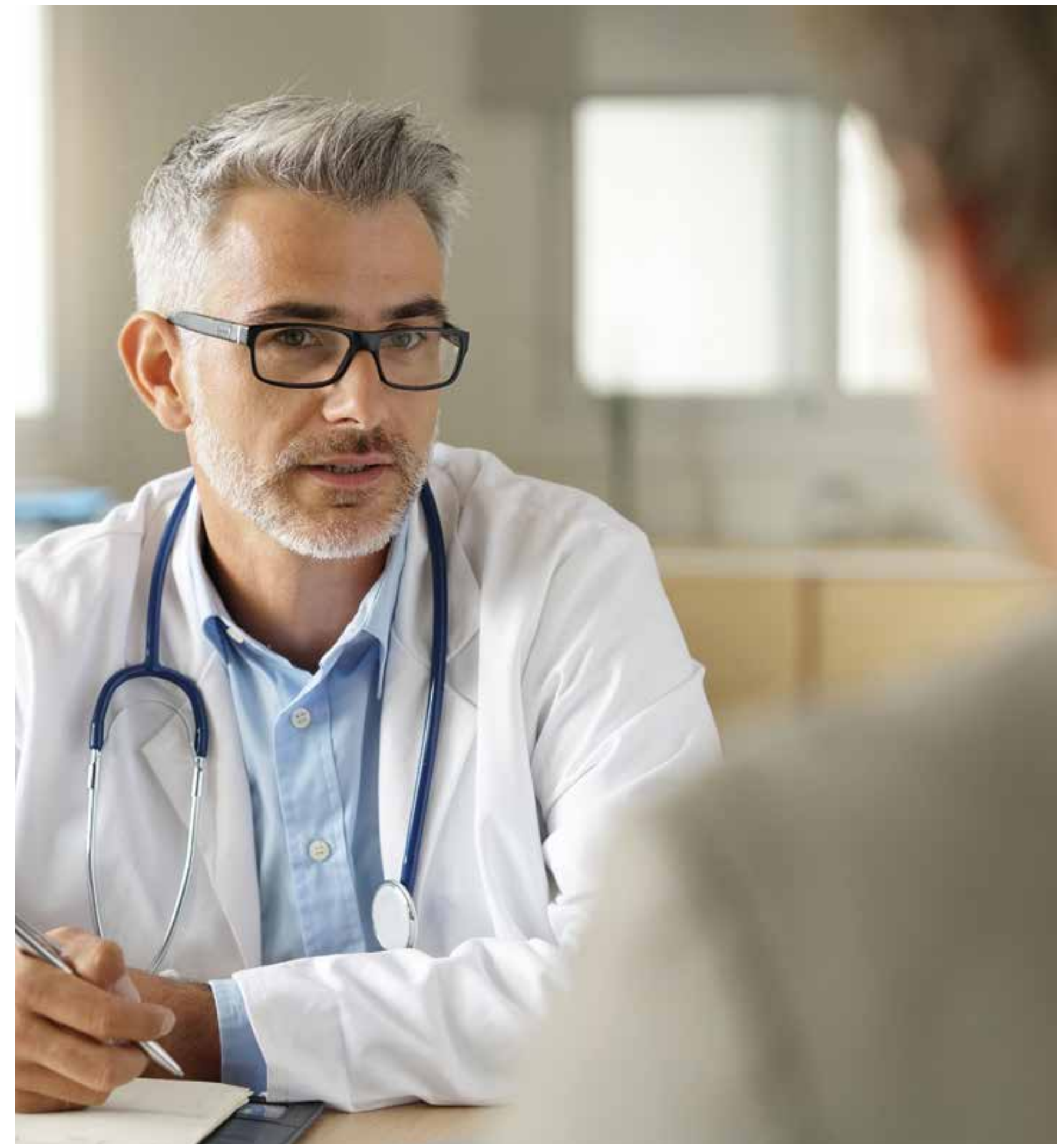
From our unrivalled panel of leading medical experts, over 500 are highly experienced in providing evidence for Clinical Negligence cases.

### Reports covered include:

- Breach of duty of care
- Causation
- Condition and prognosis

### Following request, we will provide:

- Nominations for the most suitable expert along with expert CVs for selection
- Approximate costs and service levels expectedly
- Conflict of interest checks
- Current appointment availability



# Medical Records

## Collection & Pagination



### Gathering all the Facts

As a go-to trusted provider, we have been entrusted to obtain hundreds of thousands of medical records and work with clinical practices and establishments throughout the UK to deliver them swiftly. Our proactive strategy ensures you'll be in receipt of the records securely and efficiently allowing you to progress the case further.

### Collection

Collecting and collating medical records can be an extremely time consuming and costly exercise.

We have strong and established relationships with thousands of medical record providers throughout the UK enabling us to efficiently obtain the required records.

If you don't have a signed mandate, we can obtain this from your client and request the medical records from the relevant provider, keeping your case moving.

**Why not instruct Speed Medical to take on this task allowing you to focus your valuable time and resources in other areas of your case?**

### Pagination

Medical Records Pagination is a vital, though time consuming and costly element of your client's case. To aid you in the process we offer an efficient and cost effective Medical Record Pagination service through our extensive panel of pagination specialists, which is available to all new and existing customers.



# Medical Records

## Collection & Pagination



### Why choose Speed Medical?

- All of our Pagination services are now £60 per hour, irrespective of complexity
  - We offer favourable commercial terms helping you improve cash flow
  - We only partner with highly regarded providers who employ clinically qualified professionals for a guaranteed quality service
  - Each client's medical records are allocated to a suitably qualified expert, guaranteeing they're in the right hands
  - Agreed service levels ensure efficient turnaround and timely delivery
  - We are ISO 27001 and ISO 9001 accredited
- You'll receive the paginated medical records within a standard 21 day turnaround from instruction. If required, we can provide a priority service following special instruction to meet specified court dates
  - We can obtain medical records as part of our Pagination service or provide Pagination services on medical records which you have already obtained
  - Pagination can be arranged as part of our Clinical Negligence service or as a stand-alone offering.

**“ Our proactive strategy ensures you'll be in receipt of the records securely and efficiently. ”**



# Expert Panel



## Our Expert Panel

We are continually enhancing our Clinical Negligence panel improving coverage, service levels and reporting whilst expanding on our expertise and court experience.

To ensure service continuity we would also welcome the opportunity to incorporate your preferred experts on to our panel, subject to our stringent on-boarding process.

Our comprehensive panel of experts, covering all disciplines, has a nationwide reach and is made up of thousands of experts - over 500 of these are highly experienced in dealing with Clinical Negligence cases.

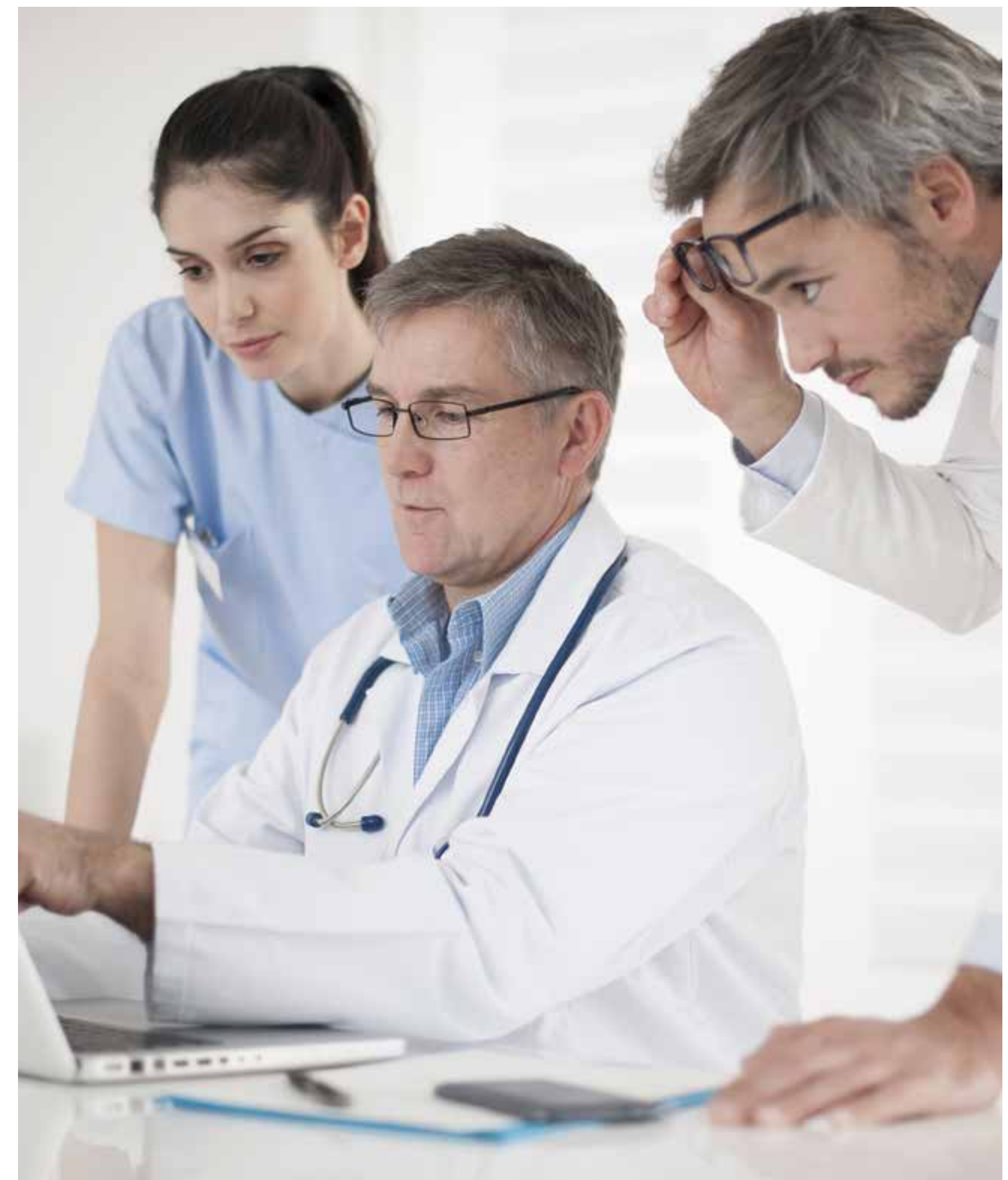
## Recruiting the Best

Subjected to our stringent recruitment on-boarding process and regular checks, we ensure only the highest calibre of specialist experts are selected for your case.

Before joining our expert panel, copies of qualification certificates and appropriate registration certificates are required. Further assessment of the expert exposure, experience and success in Clinical Negligence medico-legal work is carried out along with measuring their knowledge of the Civil Procedure Rules.

In addition, we request updated Registration Certificates and CVs and conduct regular maintenance checks with the relevant governing bodies to ensure continued fitness to practice.

Once our detailed terms of business and service levels have been agreed, the expert is welcomed on to our quality panel.





# Expert Panel



## Internal Quality Control

Internal quality is paramount in providing the service required, especially in these sensitive cases.

We have a dedicated internal operations audit function which ensures that the required quality and service levels are maintained. All reports are subject to our rigorous quality check for factual content and Civil Procedure Rules compliance.

Our Clinical Advisory Board (CAB) oversees all clinical governance, quality and safety to maintain exceptional clinical standards throughout. They promote clinical leadership and engagement in the development and delivery of our governance, clinical and quality strategies.

## General auditing is completed through:

- Detailed case-by-case audits
- Identification and resolution of individual case issues
- Regular reporting
- Discussion and feedback of results

## Enhancing the service by:

- Proactive case management
- Highlighting areas for system development
- Identifying ways in which the customer may streamline their case progress
- Recognition of internal training needs

# What

# We Do

We provide up to three experts per request

Expert details provided to Case Handler with CV, estimated costs/ service and conflict of interest check complete

Expert selection and confirmation of fee received from case handler

Expert instructed

Confirmation sent to Case Handler

Expert acknowledges receipt of instruction (provides appointment date & time if required)

Client contacted to confirm attendance at appointment (if applicable)

Case Handler updated with progress

Post appointment, the expert is contacted to confirm attendance and that no further information is required

Medical report provided upon receipt following QA inspection

“ I have used Speed Medical for many years and have always been impressed with their service. Their dedicated team is professional, knowledgeable and easy to work with. It is hugely beneficial to have a knowledgeable Account Manager. Top class service. ”

Christopher Livingston,  
Personal Injury &  
Clinical Negligence Partner,  
Holmes & Hills Solicitors

Regular communication with expert to ensure delivery of report by agreed date



# Service Levels

## Service Levels

Approach	Average	SLA
Nomination: Confirmation of receipt	24 hours	24 hours
Recruitment: Named expert already on panel	5 days	14 days
Recruitment: Named expert not on panel	8 days	14 days
Recruitment: Expert search required	10 days	14 days

Instruction	Average	SLA
Confirmation of request and expert instructed	24 hours	24 hours
Appointment: Percentage arranged within agreed service	N/A*	90%
Report: Percentage delivered within agreed service	N/A*	90%

\*Agreed on a case-by-case basis, dependent on your expert selection



“ All cases are managed daily to ensure they progress as efficiently as possible. ”



# Any Questions?

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