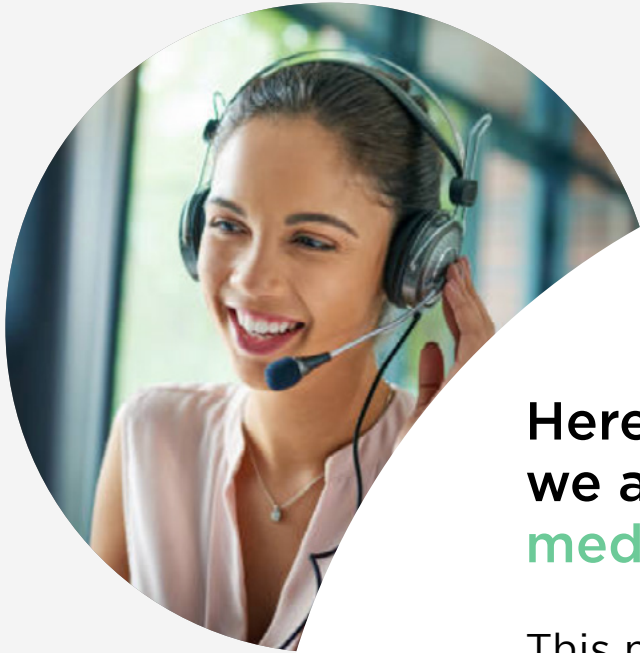

MEDICAL NEGLIGENCE SPECIALISTS

Patient
Claim
Line.com



Supporting
families
like yours

www.patientclaimline.com



Here at Patient Claim Line, we are not just lawyers but medical negligence experts.

This means we understand how medical negligence can have a detrimental impact on you and your family, in a multitude of different ways.

It is because of this, and the genuine connections we develop with our clients, that we go above and beyond to achieve the best possible result on every case. Our experts are passionate about achieving justice. We are privileged to be the 'voice' of our clients through truly difficult circumstances, and often these relationships go beyond the legal settlement; developing into real and long-term friendships.



Supporting clients in every way we can

Whilst no amount of compensation can replace the loss of a loved one, or the drastic reduction in quality of life that medical negligence can cause, we are at least able to support our clients in rebuilding a life that is as fulfilled as it possibly can be.

We have seen compensation settlements be used to help clients return to a formerly loved hobby, to seek emotional support through talking therapy or cognitive behavioural therapy, to fund physiotherapy and rehabilitation equipment, to secure specialist vehicles – and much more.



“I think that the true hero is the person who picks up the phone and takes the first step.”

Rebecca Kelly,
Senior Solicitor



With our experience we have seen people affected in many different ways. These include but are not limited to:

- Clients unable to move around their home as they used to
- Clients unable to return to their jobs they were doing prior to the negligence they suffered
- Unable to do activities with their family as they used to
- Unable to obtain travel insurance
- Psychological impacts for the client and their families

Types of medical negligence

Medical negligence can take place at any point whilst receiving medical attention, from an initial GP visit to surgery and aftercare.

This can happen in a number of ways; including misdiagnosis, mistakes made during surgery or being given the incorrect treatment for your condition. When this results in unnecessary suffering and or a worsening of your condition, you may be entitled to make a medical negligence claim.

At Patient Claim Line, we understand that medical negligence and the complications of negligence can affect our clients and their families much more deeply than initially thought.

Types of negligence you may have suffered from, include but are not restricted to:

- Birth Injury
- Misdiagnosis
- Cancer Negligence
- Hospital Negligence
- Surgical Negligence

Physical and emotional trauma

If you have suffered from medical negligence, you may still be experiencing the physical effects that require healing time before returning to a more normal life. You may have suffered injuries that you are unable to recover from, and may need to retrain for a new job, or make adjustments to your living arrangements.

No matter the circumstances, it is important to remember that it is normal to suffer emotionally following a physical trauma, and that there is help available if you are struggling to with come to terms with what has happened.



Changing Career

If you are unable to return to the job you had prior to your injury, you may want to retrain and try something new. Retraining and deciding which job you would like to do in the future can be difficult.

[Prospects](#) have put together excellent information surrounding the topic of changing career and can offer a great starting place. It may also be worth looking at what courses are on offer at local education providers, this will enable you to retrain and gain new skills for your job.



Returning to work after injury

Returning to your workplace can be daunting after suffering injuries as a result of negligence. However, there are steps you can take to ensure the return is as smooth as possible. If your injury is long term and/or permanent, your employer is required to make reasonable adjustments to accommodate your needs as per [The Equality Act 2010](#). These adjustments are often simple to make and are likely to cost your employer very little, so it is important that you feel able to ask

for these changes, if they will support your comfort and wellbeing when you return to work.

Communicating the full extent of your injuries and requirements to your employer is essential to ensure you are best accommodated on your return. These conversations should take place well in advance of your return, so your employer has enough time to make suitable preparations



Home adjustments

Suffering injuries can be tough, especially when you need to make adjustments to your life at home. Some home adaptations are reasonably straightforward, such as installing wheelchair access or stair lifts. Others are more complex, such as making bespoke adaptations, widening access points or having to relocate to a more suitable home and/or location.

If you require home adaptations as a result of your injury, we are often able to consider the costs as part of your settlement figure, and may also be able to obtain

an interim payment to ensure a smooth transition. We work closely with independent experts, builders and renovators that specialise in accessibility and home remodelling, and can work with you to help you make the right choice.

However, if you are unable to pursue the line of legal support, below are a number of reputable sources that can help you with accessibility and adaptations in your home:

- [Wheelchair Access](#)
- [Stair lift installation](#)
- [Accessible Properties](#)
- [Cars with wheelchair access](#)



Psychological support

Following a trauma such as medical negligence, it can be difficult for you and your family to come to terms with what has happened.

It can cause considerable mental strain, as much as the physical. The thought of not being able to do the things you and your family used to enjoy can be tough and may take a

long time to get used to. If you are struggling emotionally, there is lots of support available to you; whether that's other family members, your lawyer here at Patient Claim Line, or a specialist counsellor. It is important to reach out, but there are people and services available to support you through this tough time.



Case studies

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Case study 01

A 42-year-old client has been awarded £13.2 million in compensation, after a High Court Judge approved the terms of settlement.

At the time of the negligence, our 31-year-old client underwent successful surgery to remove a benign brain tumour, but three weeks later he developed a cerebrospinal fluid leak from a small head wound along with a fever.

He attended A&E in March 2012 and was discharged home instead of being admitted to the hospital ward for observations. His condition deteriorated and was diagnosed with meningitis. He remained in a rehabilitation unit for seven months.

The Hospital admitted breaching their duty of care.



“The team and I are thrilled with securing such a substantial compensation award which will enable the man to have the maximum comfort, security and fulfilling life options, despite his immense daily challenges.”

Senior Solicitor Iain Dodd

Case study 02

Recent success after a three-day trial saw our client awarded a six-figure sum in compensation.

Our client's husband first saw the defendant in May 2014 for symptoms of possible colorectal cancer. At that appointment, the defendant agreed to organise a colonoscopy, but this never occurred.

In September 2016, our client sought further medical attention and was diagnosed with colon cancer which by then had metastasised and had become incurable.

Having heard evidence over two days the judge concluded that the client's case was correct in that had he been appropriately treated and come to surgery in the summer of 2014 he would have effectively been cured.



“This provides security for our children and importantly, I want it to be a lesson for the doctors. This could have been prevented and that’s what makes this so difficult to deal with.”

Client comment

How we have helped clients and their families

In our expansive experience of complex medical negligence cases, we have been able to achieve amazing things for our clients and ensure brighter futures for them and their families. But don't just take our word for it. Listen to what our clients have had to say about the work we have done, and how we have helped them secure a better future.



WATCH SARAH'S STORY



Q Your whole life changed after the incident, how were you supported in your journey?

A My lawyer was **honest and listened to me from the very first conversation.** This meant that my expectations were real and there were no setbacks.

Q How has your life been affected by what happened to you?

A We were deeply affected. It was a painful journey for me and the family. I can no longer do what I did before. Yet, I am thankful for the help that I've received, and that **the claim has enabled me and my family to adjust by gaining access to the financial support I required.** This allowed me and my family to move into a house which matched my needs.



Q How did your solicitor help you during your case?

A I wouldn't be here without them. The experience was tough. I initially wasn't going to put in a claim until an anaesthetist told me I should. I initially blamed myself. My lawyer helped me throughout and explained the process, so **I knew from the outset that they would do the best for me and my family. They changed my life.**

Q What does it mean to have an experienced legal team by your side?

A Obviously I didn't know them at the start, but I now trust them 100%. **They sort of became part of the family.**





Bracky Builds A New Den

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BRACKY BUILDS A NEW DEN

When a parent or carer experiences a serious injury or medical negligence, it is – understandably – a very worrying time for a child.

It can't be underestimated just how much the practical and emotional challenges which arise from a serious injury or medical negligence might have on their mental health, not just in the short term, but the long term, too.

To begin to understand the true

extent of this situation, and to recognise in greater detail how young people are impacted, we undertook quantitative research with parents and carers living with serious injuries following an accident or medical negligence. Additionally, we held focus groups with professional therapists, serious injury specialists and gained first-hand accounts from families and children who have experienced serious injury.

Our research found that an estimated over two and a half million children in the UK are experiencing mental health issues as a result of a parent or carer's serious injury.



On top of the worry for their parent or carer, these major life changes can impact the child's mental and emotional health and wellbeing. The data shows that, as a result, many suffer from shock, anxiety, angry outbursts and insomnia. Many also develop their own coping strategies

to process the impact on their lives. In extreme cases, children are diagnosed with post-traumatic stress disorder.



DOWNLOAD THE E-BOOK

This alone is major cause for concern. But we also found that a third of parents and carers living with the effects of a serious injury or medical negligence felt that, at the time of the event, there wasn't sufficient resources available to help their family cope with the challenges they experienced. Specifically, a quarter said there weren't enough resources available to explain to their child or children what had happened, or how to process the inevitable changes to their lives.

Over the years, we've helped thousands of families to rebuild their lives following serious injury and medical negligence, but we know that there are some wider support services which are lacking. While there's lots of information available on how a life changing event can impact a child from a scientific point of view, there is very little available to actually guide them through the practical and emotional challenges that will come along the way.

To help families with that challenge, we created [Bracky Builds a New Den](#) - the story of a happy dinosaur whose life is turned upside down when a family member suffers a

serious injury. It seeks to explore many of the different ways young children could react to their parent or carer experiencing a serious injury, and how - by working together - it's possible to rebuild lives and find a new normal. As serious injury and medical negligence specialists, our priority is supporting customers with all the associated challenges of serious injury and medical neglect. We extend our service to our customers' wider family and network, too, because we know that it takes the strength of a community to rebuild lives.

[Bracky Builds a New Den](#) is just one way we hope to achieve that.

Bracky is currently available in many schools across the country too, including:

Abbey Hey Primary Academy, Cravenwood Primary Academy, Dukesgate Academy, High Hazels Academy, Hunningley Primary Academy, Marlborough Road Academy, Silverdale Primary Academy, William Hulme's Grammar School, Tarleton Community Primary School, Worsbrough Bank End Primary School, Little Digmoor School, Worthington Primary School, St Ralph Sherwin Catholic Multi Academy Trust



HELP AND SUPPORT FOR YOUNGER CHILDREN

In the links below, you'll find activity sheets that you can download and print out at home. Each one has been designed to help younger children (aged 5-8) to work through their emotions, and to use them as tools help to process the changes happening around them.

[Drawings & doodles](#)

[Your happy thoughts](#)

[Its ok to ask questions](#)



HELP AND SUPPORT FOR OLDER CHILDREN

In the links below, you'll find activity sheets that you can download and print out at home. Each one has been designed to help older children (aged 11+) to work through their emotions, and to use them as tools help to process the changes happening around them.

[The Calm Zone](#)

[The Home Helper](#)

[The Confidence Booster](#)

[The Stress Buster](#)

[The Wind Down Space](#)



Charities and advice

Suffering from medical negligence is difficult and at times you may feel alone. However, there is lots of help there to support you.

There are several charities that can offer their services to support you and enable you to make any potential adaptation you may require to allow you to have a more comfortable life. Below is a list of charities that may be able to support your needs:

Organisation	Description	Link
Action against Medical Accidents (AvMA)	AvMA is a charity that represents and stands up for the interests of people who have suffered a medical accident/negligence.	https://www.avma.org.uk/
The Patients Association	A charity that is there for patients.	https://www.patients-association.org.uk/
MRSA Action UK	A charity that supports people with MRSA and provide information about it.	http://www.mrsaactionuk.net/
Mind	A charity that supports people with mental stress.	https://www.mind.org.uk/
The Erb's Palsy Group	A charity that offers support for children and parents living with Erb's Palsy.	https://www.erspalsygroup.co.uk/
Association for Improvements in the Maternity Services (AIMS)	An organisation with the aim of improving maternity services.	https://www.aims.org.uk/
The Birth Trauma Association (BTA)	A charity that offers support for women who have suffered birth trauma.	https://www.birthtraumaassociation.org.uk/

Above are just some of the charities that may be able support your needs. This is not the full extent of the charities that are able to help and if you are searching for charitable support, there are plenty out there to suit your needs.



Our partner charities

Charity Name	Description
The Walton Centre	The Walton Centre is a leader in the treatment and care of neurology and neurosurgery, placing the patient and their family at the heart of everything they do.
The Regional Major Trauma Centre	The centre provides lifesaving treatment for patients throughout Lancashire and South Cumbria and has a brilliant reputation for treating individuals with a team of highly skilled specialists experienced with critical injuries.
The Amputation Foundation	The Amputation Foundation is a unique charity, that not only assists amputees but also medical professionals in their work to give new amputees the best start, following amputation.
The Brain Charity	The Brain Charity supports people with various issues relating to the brain, ranging from strokes and dementia, to ADHD and epilepsy.
Headway Central Lancashire	Headway Central Lancashire provides a wide range of advice and information and support to adults affected by acquired brain injury and a major trauma injury through our Neuro Support and Major Trauma Patient Support Service.
Climb.org.uk	Climb strongly believes that every child should be offered the opportunity of reaching their goals, no matter their circumstances. Climb commits to doing everything in their power to ensure that children, parents, guardians as well as carers, know where they can seek help, support and essential advice when they need it.
Birth Trauma Association	Birth Trauma Association is a charity that supports women who have suffered post-traumatic stress disorder (PTSD) after birth.
Spinal Injury Association	SIA aim to be the go-to place for everyone affected by spinal cord injury (SCI), so that patients can quickly be connected to the vast network of people, organisations and services they need.
Backup Trust	For over 30 years, Backup have helped people and their families to rebuild their independence after devastating spinal cord injuries.
Child Brain Injury Trust	Child Brain Injury Trust aim for a future where all children and young people with an acquired brain injury are diagnosed promptly and receive the support they need to reach their full potential and have the best quality of life.



A 'show' of support

As part of their support in May 2022 The Amputation Foundation took a group of amputees to an adult pantomime called 'Sleeping with Beauty'.

This was the first time the group had met up for over 2 years due to the pandemic. Everyone had a great time and enjoyed the show.

They will be looking to do this again in the future amongst over events. If this interests you, be sure to check out their [social channels](#) and their [website](#).



WheelPower's Inter Spinal Unit Games

September 2022 saw the return of WheelPower's Inter Spinal Unit Games, the first one since 2019 due to the pandemic.

The games were held at Stoke Mandeville Stadium, the "Birthplace of the Paralympic Movement" and the national centre for disability sport. The games are set up for spinal injured patients who are within one year of their injury, but because of the pandemic, this year welcomed new and older injuries. This meant that over 80 participants from 11 spinal units across the country came together to take part.

We were proud to sponsor the Southport team at the games, wearing their choice of Yellow, the team could be quickly picked out amongst their competitors!

The programme was action packed, starting with some taster sessions with the Competition promptly starting the next day. There was a huge array of activities on offer

including swimming, table tennis, boccia, badminton, shooting, archery, handcycling and wheelchair racing.

The Southport team were fantastic, ending up 4th overall, out of 11 teams. One of the team even got scouted by the paralympics GB shooting team. The ultimate test of accuracy and skill; watch this space, we could have a new Gold medalist in the making!

Helen who was representing the Southport Spinal Unit comments,

"I have felt on top of the world this week at the Inter Spinal Unit Games. I haven't been around many wheelchair users back in Manchester and coming to Stoke Mandeville feels like I am home. I've done so much that I didn't think I'd be good at and I feel really proud of myself and my abilities."

(Wheelpower)

The importance of staying active

After suffering from medical negligence, it can be tough to return the same lifestyle and activities you enjoyed before. We understand that the hobbies and interests you enjoyed before the medical negligence took place are important for both your physical and emotional wellbeing. Although you may have some limitations, many activities can be adapted so that you can find a new way to enjoy them.

There are plenty of activities that can be adapted to suit your physical ability.

Many independent organisations and charities offer adapted outlets for those looking for new ways to enjoy doing the things they love. Physical exercise can improve your emotional wellbeing and raise your spirits, which is why we have compiled a list of adapted activities for you to enjoy here:

Activity Suggestions

- [Swimming](#)
- [Ten-pin bowling](#)
- [Accessible Walks](#)
- [Adapted Team Sports](#)
- [Boccia](#)
- [Bowls](#)



- [Rough guide to accessible Britain](#)
- [Tips for Days Out](#)
- [Fun things to try with disabled children](#)
- [Activities for disabled children](#)
- [Sport & physical activities for disabled people](#)

Therapy and psychological support

If you and/or your family members are struggling to come to terms with what has happened to you, please be assured that there are many organisations you can reach out to. Medical negligence is complex, and the consequences can be difficult to process, especially if you are unable to return the life you had before.

There are some genuinely effective mental health services out there that can help you come to terms with what happened.



Here are some websites that offer information about mental health and how to receive the support you require:

[Emotion matters](#)

Experts in supporting patients who have suffered from medical negligence.

[Psychcentral](#)

Expert advice on medical trauma and tips on how to overcome the mental difficulties it brings with it.

[Mind](#)

A mental wellbeing charity that are experts in supporting people with mental health issues.

The importance of therapy

Sometimes talking to a stranger is easier than to relatives or friends. Because the stranger can stay neutral.

In talking therapy, a trained counsellor or therapist is there to listen to you and is there to help you find own answers to problems, without any judgement.

The therapist will give you time for whatever you need, whether that is to talk, cry, shout or just think. It's an opportunity for you to look at your situation in a different way with someone else who will respect you and your opinions.

In a usual session, you'll talk one-to-one with the therapist. Sometimes however, talking treatments can be held for groups or couples.

Sessions are usually face-to-face, yet there could be opportunity talking therapy over the phone, via email or on Skype.

There may seem to be many different types of talking therapy, but they all have the same aim: to help you feel better.

Some people say that talking therapies do not make their problems go away, but they find it easier to cope with them and unravel their thoughts.