



Patient Testimonials

Stewarts provides a free and comprehensive legal service as part of its commitment to help people with serious injury. Below is a selection of comments from patients and family members who have received assistance from Stewarts on a pro bono basis.

Patient I

"My 48 year-old husband had a heart attack in August last year resulting in a catastrophic brain injury. He was in a vegetative state until he sadly passed away in March this year, leaving behind myself and two dependent children. During this time, I was in a perilous financial position. My husband was the main wage earner, he has his own business,

complicated financial arrangements and significant debts. Without the assistance of Stewarts, I am absolutely sure that I would have found myself seriously in debt, under siege from creditors, unable to pay my mortgage and in danger of losing our family home. The staff from Stewarts were fabulous! Rebecca and especially Grace provided advice and reassurance and contacted banks and other financial institutions on my behalf. They negotiated some financial safety for my family at the most distressing time of our lives.

Since my husband's death in March, Grace has continued to support me finalising many aspects of my husband's estate. We can now look forward to a secure financial future.

I cannot overstate how significant the role that Stewarts played in the welfare of my family. We cannot thank Stewarts enough for the legal advice and support they provide pro bono at the Northwick Park neurological unit. In particular, we would like to thank Grace for her compassion, professionalism and commitment. We are eternally in your debt."

Patient 2

"... you came to see me in the intensive care unit. I will never forget that. The foundation of all this was about compassion and understanding. The very thing you need when you are so very ill. You saved my life, right there. I faced huge obstacles when I couldn't see any way around these obstacles to a secure, sustainable and realistic outcome. They were patient in the way they got information to me and gave me the time and space to get the information back to them. I felt as though my welfare came first to Stewarts, which was confidence building, and this is an important thing when your confidence is knocked the way mine was. Everything the team did for me was worked around my condition with understanding and patience, this empowered and enabled me."

Patient 3

"Thank you so much for all of your help Megan, you've been amazing. You've achieved a lot on my behalf and I am extremely grateful. Good luck for the future. You are a star."

Patient 4

"Thanks so much for all your help. It's been priceless to have you on our side. Thanks so so much."

Patient 5

"I am sending this email to thank the law firm for all

the support and very good work done in helping my family at this time, the success made in [Patient]'s insurance policy, the refund from the council and contacting the bank on our behalf has been a great relief on the family. I therefore would like to thank all that has been involved and most especially Rebecca Coates who has always been in contact with me to make sure I get feedback from the people involved. Your service and your firm are doing a really good job and without your help, my family and myself might never have been about to sort this out. Again, many thanks to you all."

Patient 6

"I would like to thank you for your assistance in this matter, for attending Southampton General Hospital to speak to us and for Sarah's help in completing the insurance claim forms in those awful early days when my brain was just not functioning properly! We are truly grateful and I know that [Patient] would also be, had he been aware of your help at the time."

Patient 7

"Please thank everyone at Stewarts for helping us so much. The support over the last year has been incredibly helpful, during such difficult times. We appreciate all that you ALL have done for us."

Patient 8

"Thank you for this info and for all the time and care you have given to [Patient] and consequently to me. It has been so reassuring and, in very difficult circumstances, such a support to have had your advice and help. When we all go through these life changing times it is hard to get your head round important matters, let alone understand what we need to do!"

Patient 9

"I am writing to thank the team at Stewarts for all the help they kindly gave us at a very difficult and traumatic time. It made such a huge difference to

have this expertise at hand. Please can you pass on our heartfelt thanks to your team.”

Patient 10

“Stewarts was very helpful to me when I was in a difficult situation. They were very kind and came a long way from London to Bristol just to help me. Their service was very professional and they listened to my requests and delivered on them. I would like to say thank you to the team for their excellent support and I would recommend using their service to anyone that needs it.”

Patient 11

“I just wanted to say thank you for the support you have given to [Patient’s] family. I saw his sister yesterday and she said you had been a great help. She was very grateful. Thanks again. Much appreciated.”

Patient 12

“It was lovely to meet you and Erin and thank you for your time – most informative. I found the

information pack very helpful and we will refer to it in the future as over the past week the situation is becoming more like a rollercoaster. We will come back to you as the need arises but I am grateful for the thorough and professional way you have listened to our situation.”

Patient 13

“Thank you very much for what you have done for us Erin. You have been nothing short of brilliant and we can’t thank you enough. Once again, we would both like to thank you so much for helping with this. It has helped us massively.”

Patient 14

“I would just like to say that all members of staff at Stewarts have worked extremely hard for a very long time to bring my case to the conclusion reached, which although not as we had hoped, did enable me to at least receive some funds by way of reimbursement of my pension contributions. The stress and anxiety to me as a result of



my unfortunate chronic illness and loss of my professional career was enormous but having your professional legal help alleviated the additional stress that was being caused by my battle with my former employers and pension provider.

I therefore cannot thank you enough for everything you have done. The time and compassion that I was afforded by everyone at your law firm was amazing.”

Patient 15

“We were put in touch by QEF Banstead Rehab with Stewarts in London and they have been incredible in their direct help in solving the small problems that occur when an adult can no longer cope, plus putting us in touch with other lawyers who helped us enormously over the long stages we have passed through, many helped us but I would mention at Stewarts, Victoria Oliver, Jodee Mayer, Carla Applegate and Sabrina Price – who all dealt with very many issues for us.”

Patient 16

“We would like to thank you so much for the help and advice that you have given us in obtaining the Power of Attorney for [Patient’s] health and welfare. Everything has gone so smoothly all down to you.”

Patient 17

“[Patient] and I are sincerely grateful to you all at Stewarts for assisting us in our times of crisis.

...

Once again, Francesca, thank you very very much for the help you have afforded us, which has been truly appreciated.”

Patient 18

“When we met with a representative from Stewarts in the hospital soon after [Patient’s] accident, we immediately felt at ease and supported. Over the course of the last six months the service we have received has been fantastic – whilst professional, there has always been a strong sense of genuine

care. We have been guided through various practical issues, and we have always received very prompt responses and help whenever we have needed it. The service provided by Stewarts as made such a difference to our family – they have assisted us with setting up a power of attorney, making applications for various benefits, advising us on housing options and have taken over communication with Jake’s employer.

In short, we have had fantastic support and service and we will always be grateful. We would definitely recommend the service offered by Stewarts.”

Patient 19

“Many thanks for your help. The service you and the business provide to the patients at NSIC is excellent. You all at Stewarts should be commended for this.”

Patient 20

“As soon as we were put in contact with Stewarts, particularly Grace so much pressure was taken from our shoulders. All financial and legal matters were dealt with professionally and efficiently with regular updates provided to us. A great deal of care was always taken and a genuine want to help was always felt. The support provided in applying for power of attorney was invaluable as we really wouldn’t have known where to start. Grace is wonderful to work with and we are extremely grateful for all of the help provided by her during this time which really gave us a few less things to worry about and enabled complete focus on my partner’s recovery.”

Patient 21

“All interactions I have had with Stewarts have been excellent in both professionalism and courteousness; my queries were answered on time and, when needed, in writing, which was much appreciated.

Stewarts have also been helpful with several suggestions, and did not shy away from more practical support, including filling forms on my behalf.

I really cannot think of anything they could have done better!"

Patient 22

"I would like to express my sincere thanks for Stewarts for the support, consideration, commitment and excellent service provided by their pro bono team; their work has been truly amazing. Others had dismissed my case as having no or little chance. Stewarts quickly and correctly assessed my best option and achieved a 100% result in a very short period of time. I cannot tell you what this means to me and my family. I would, without hesitation, full recommend their services to others."

Patient 23

"May I convey to you my heartfelt thanks for the wonderful advice and guidance over the last two very difficult years without this help especially from Samina and Sam, I can only fear where I would be today... What more can I say but a big thank you".

Patient 24

"I would just like to drop a line and say thank you to you and your team for all you have done for us and [Patient], we cannot thank you enough. I don't know what we would have done without you all. ...so from the bottom of my heart, we thank you."

Patient 25

"Just want to thank you very much for sorting out [Patient's] affairs. Without you and your colleagues I don't know where we would have been with all of the hassle. It is difficult enough to plod on each day remembering just how [Patient] used to be, a happy loving son with everything to live for and hoping one day to marry and be a father - without

worrying about letters asking for money! [Patient's] affairs are now in order thanks to Stewarts and we can concentrate on [Patient's] rehab and future."

Patient 26

"I was first introduced to Stewarts when my husband was seriously ill in the critical care unit of our local general hospital. During that worrying time, I received a large tax debt, in the post, relating to my husband's income. There was an occasion, whilst our son and I were visiting the unit, my husband's condition was presenting serious worries to the staff. A consultant had a private conversation with both of us, during which time we were asked if there was anything else worrying either of us. This gave me the opportunity to inform him about the tax debt, as I already had the knowledge that the unit had a support network, helping families, like ours, with whatever worries may evolve from a critical condition where a loved one ends up in the unit's care.

Shortly after I was contacted by Ben from Stewarts who expressed a wish to meet me and discuss the aforementioned tax debt. As I had sustained a recent wrist fracture and was unable to drive, Ben offered to drive up to my home in Tyne and Wear, from his base in Leeds, to offer any assistance that may help with the tax debt.

On the allocated day, Ben arrived, along with his colleague, Holly. From my first encounter with these two professional people, I felt a weight had been taken from me as they were determined to get to the core of why the tax debt had occurred in the first place.

During the course of the next twelve months, Holly dealt with any correspondence, between the tax office and myself. After a period of time, an agreeable solution was reached where the debt

would be paid off, at a manageable amount, over a period of time.

Sadly my husband passed away, not having fully recovered from his initial illness. Holly showed great compassion and offered continuing support, with whatever issues may have come my way, following my husband's passing.

To conclude, I have no hesitation in recommending the services offered by Stewarts. During the worse year of my life, my son made a very appropriate comment, regarding the support offered by Holly and her team, that being "It's good to know you have Holly fighting in your corner with you, you're not having to deal with your problems on your own." I couldn't have put it better myself."

Patient 27

"It gives me great pleasure to write these few words of testimony; I feel privileged to have been put in contact with Stewarts during my visits to my son, who is in the Spinal Unit.

At a time of great distress over the condition of my son, I found myself in charge of his finances at a time when things had got badly out of control because of his state of health. No longer young, I began to struggle and after talking with a social worker at the hospital I met Hollie. She helped me to manage my son's affairs by organising a Power of Attorney thus enabling me to be able to connect with his bank, landlord etc.

In no time at all, I felt relieved as Hollie was able to help get things into perspective.

I cannot begin to say how grateful I am for the help and support we have received from Stewarts and I would like to recommend Stewarts and the work they do to help people in distress".

Patient 28

"I am writing to say how very pleased I have been with all the help you have given me in applying for

Court of Protection.

This has been a very stressful and anxious time for me and my family and thanks to the help from Stewarts it did take away some of the problems, I certainly would not have known where to start to apply for Court of Protection and I am very grateful that in the Intensive Care Unit this service was available.

Ben and Holly have been most helpful and been at the end of the phone if I have had any questions, they were both sympathetic and lovely people to deal with.

I do hope that this service continues as I am sure it will help many more families".

Patient 29

"We used the expertise of Stewarts and we found their service invaluable and we would highly recommend this company.

The staff were polite and courteous and always willing to offer a listening ear. The two ladies we dealt with Sabrina and Charlotte were both fantastic in seeing justice was done!

A big heart felt thank you to you all!"

Patient 30

"When my husband was admitted to hospital following his stroke, our nurse asked if we would like to be put in touch with a firm of solicitors called Stewarts to help us with our finances, this turned out to be a life line to us as it hadn't occurred to us about our finances and the fact that my husband would never work again.

The team at Stewarts have helped us with all the communications with company's we owed money to, and it's so helpful having them to deal with all those things, and I could look after my husband. The team have always been helpful, polite, and courteous and without them I really don't know what I would have done, I cannot thank them enough for all they have done and hopefully they will be there to help me for the foreseeable future."



Patient 31

"I would like to express my sincere thanks to Stewarts for the support, consideration, commitment and excellent service provided by their pro bono team; their work has been truly amazing. Others had dismissed my case as having little or no chance. Stewarts quickly and correctly assessed my best option and achieved a 100% result in a very short period of time. I cannot tell you what this means to me and my family. I would, without hesitation, fully recommend their services to others."

Patient 32

"May I wish you all the very best in the future. A spinal cord injury is life-changing, as everyone says, but what you and your predecessors have done has made it possible for me, and no doubt many others, to focus on our rehabilitation. We may not always get the result we want and, of course, but knowing that you are there is a terrific support. So thank you for all the help you have given. Good luck for the future."

Patient 33

"This is just a quick - and very late note too - to say THANKYOU for all the support you gave me during my time at hospital.

Not only was your professional advice second-to-none, but so too was your sympathy and sense of humour. In short, you were the perfect lawyer.

I cannot thank you enough for helping me prepare for rehabilitation into the 'real' world again. And just so you know... I'm doing fine!!!!!!"

Patient 34

"We would like to take this opportunity to show our appreciation for the services provided by Stewarts. Robert and his team have been marvellous in guiding us through this very difficult time. Not only are they extremely professional, they are caring and supportive, giving us confidence to look to the future.

We would have no hesitation in recommending Stewarts to anyone who may require their services."

Patient 35

"I found the help and advice that you and Charles gave to [Patient] and I very helpful. At the time I felt I was in a dark tunnel, very confused trying to handle all [Patient's] affairs and the help and advice that you both gave was like a light at the end of the tunnel. Knowing the service you provide is free of charge was a huge weight off our minds as I would not have been able to afford the Power of Attorney without your help. Once again many thanks for all the help and support Stewarts have provided."

Patient 36

"The highly efficient and impressive pro bono service provided by Stewarts proved to be of immense practical use to both myself and my husband after my husband suffered a serious fall which resulted in spinal cord injury. It was very important that I was able to handle all his personal and financial affairs while he was resident in

hospital which I was in a position to do as a result of Stewarts handling power of attorney for us. I was very impressed with their professionalism throughout."

Patient 37

"After [Patient's] accident and all the emotion that goes with it, Stewarts support and advice was very reassuring and supportive, the personal touch and the information given whilst there were so many life change decisions to be made was comforting. We had started the process for an insurance policy claim which had been going on for over a year and then Stewarts stepped in and within a couple of months we had received full payment, this provided financial support and lessened the worry. Overall the service and the personal support given by Stewarts was heartfelt and professional – Thank you"



Patient 38

"Just a quick note to thank you and all at Stewarts for the help and continued assistance you gave us following my son's serious car accident back in July last year. The way you approached and dealt with matters initially, when the outlook seemed extremely bleak, was very professional, allowing us the time to concentrate on [Patient's] recovery without the worry of other matters. All was done with sympathy, caring and patience, which did so much to relieve the pressure and stress we were under at the time.

This attitude and support has continued throughout the past year, as [Patient] has continued his slow recovery from injuries sustained, support for which we are really grateful and which I am sure we would not have been able to cope without.

Thanking you once again for all you have done, I should like to add that I would have no hesitation in recommending your excellent services to anyone."



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STEWARTS

THE LEGAL SERVICE

The Legal Service team can advise anywhere in the UK. Stewarts is based in London and Leeds but also has consulting offices in Bristol, Southampton, Birmingham, Oxford, Middlesbrough and Newcastle.

Free advice and support nationwide
info@thelegalservice.org
+44 (0)20 7822 8000
www.thelegalservice.org