



## Clinician Testimonials

“My colleagues at Hillingdon and I have worked with Stewarts for around 5 years now. They have been professional in all their dealings. They have never tried to persuade patients to instruct Stewarts to pursue their personal injury claim. Instead they have informed patients of the options available. When patients suffer a major injury their lives change instantly and Stewarts have helped patients in dealing with their anxieties around loss of income, power of attorney and court of protection. The financial assistance that these patients get following a successful personal injury claim goes a long way in supplementing the rehabilitation that the NHS can offer and also with rehousing patients with severe disabilities.”

**Dr Ajoy Nair, Consultant, Consultant in Rehabilitation Medicine,  
The Hillingdon Hospital**

“Stewarts have provided invaluable support and assistance to my patients since the legal service began in February 2016. They have produced hands-on case work and as a consequence, my patients and their families have benefitted from free and timely legal advice and support that they, in most cases, could simply not afford. They have supported 70 of my patients and dedicated 660 hours of pro bono case time to assist these patients. As a result of their work, my patients have recovered £25,000 in insurance pay outs for personal accident/critical illness policies and had £14,000 worth of debt written off. This was all at no cost to the patient. The assistance provided by Stewarts is greatly appreciated by the staff at my hospital and our patients.”

**Professor Lynne Turner-Stokes, Director of the Regional Hyperacute Rehabilitation Unit,  
Northwick Park Hospital**

“The introduction of a free, comprehensive legal service for critically ill patients and their families is my proudest achievement of my NHS career. Families often have immediate need for advice and support – dealing with banks, employers, insurance companies, the Police, access to funding sources such as welfare benefits, obtaining power of attorney or deputyship. Early support has helped to alleviate their distress and anxiety. Patients have obtained interim payments of over £1.1 million from insurers which have enabled earlier access to rehabilitation, improved outcomes and reduced the time spent in NHS beds. The legal service satisfies one of the core principles of the NHS identified by Lord Darzi, namely to work across organisational boundaries in partnership with other organisations in the interests of patients, local communities and the wider population.”

**Dr Andy Eynon, Consultant in Neurosciences Intensive Care, Southampton General Hospital**

“Stewarts are a lovely team to collaborate with, fitting their service into our services has been so smooth and has become part of our daily conversations with patients on the Major Trauma Ward round. Their service is always second to none and the patients who received input from them always speak positively and are very grateful for the connection we have. Their communication with our team is always positive and timely and the referral process is easy and hasn't added much to our workload. It's also lovely to receive the regular updates on patients they have worked with; even anonymised it allows us to keep up with progress.”

**Laura Curl, Major Trauma Co-ordinator, Hull Royal Infirmary**

“I am hugely impressed by your legal service. When I work with non-NHS or private sector partners for NHS or event medical services, there is often a gap in understanding how the NHS actually works. In such scenarios, these NHS ‘peculiarities’ can cause problems when it comes to change or evolution of services. However, yourself, Ben and Erin were entirely understanding and knowledgeable, and so were able to work in a very efficient way in order to get our service established quickly.

As MTC lead I was looking for a ‘text book’ case to start the service, for the benefit of myself and staff to prove it works. The first ever Hull case referred, was a very difficult case of an overseas resident requiring repatriation for continuing critical medical care. There were numerous obstacles to overcome, however; with the involvement of Stewarts, I was amazed that we had this patient repatriated by air transport faster than we have previously had repatriations to trauma units 50 miles away!

Since this time, we have gained some great patients stories, with real benefit of the legal support service covered a wide range of issues. Over the last few years, we have seen huge improvement in our trauma patient care, including the obvious clinical developments, the engagement of rehabilitation services, psychologists and now legal support. The feedback I get from relatives regarding the legal support is always fantastic. I cannot visualise how an MTC nor ICU service can fully function for the support of family and patients without access to such a service.

The team are great to work with, prompt in answering any queries and flexible when it comes to consultations. There is never any uncertainty about the motives of the non-compensation based advice. This was something that some were concerned about before setting up the service, and so I have been extremely pleased that staff and patients speak



to highly of the legal team. I have personally recommended Stewarts to my neighbouring MTC and I look forward to continuing the medico-legal partnership with **Hull University Teaching Hospitals NHS Trust.**”

**Dr Tom Cowlam, Intensive Care Consultant,  
Major Trauma Centre Clinical Lead, Hull Royal  
Infirmary**

“Stewarts have been providing a legal service to the patients and their families in the Intensive Care Unit at North Bristol NHS Trust for over 7 years. They are very professional, courteous and ethical in their approach. Their work is valued highly by both the staff and our patients, and all the feedback we have received has been very positive. The bulk of their work is pro bono helping people with all the issues

that arise in the context of a sudden critical illness.”

**Dr Alex Manara, Consultant in Anaesthesia &  
Intensive Care Medicine, Southmead Hospital**

“Many spinal cord injured patients and their families have legal, housing, vocational and financial issues arising from their injury. At a time of what is often extreme distress, they are highly appreciative of the opportunity to have these issues addressed by an established and experienced legal service. Stewarts provide an excellent legal service, that would otherwise not be available, to some of the most severely injured and disabled patients treated by the NHS which complements the work of our NHS multidisciplinary team to achieve best rehabilitation outcomes.”

**Dr Jan Gawronski, Consultant in Rehabilitation  
Medicine, Royal National Orthopaedic Hospital**



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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

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