**Case studies suggested template**

**Parties anonymised**

1. Claimant sols
2. Insurer
3. Date of accident
4. Date claimant solicitors instructed
5. Date of first contact (of any kind) by the sols and insurer
6. Date of first proper route mapping
7. Liability resolution – how was this achieved, unless outstanding still. Admission day one or after disclosure / discussion. Respective side’s views on how this was resolved
8. Rehab: how was rehab initiated and then planned / reviewed
9. Rehab: has “open book” rehab been achieved as promoted by the Guide?
10. Insurer: comment on the efficacy of information release to assist with reserve setting.
11. Insurer: comment on Access to medical facilities when requested.
12. Efficacy of joint litigation planning including coordination of expert evidence, appts and disclosure
13. Claimant sol: comment on how requests for IP were dealt with
14. Claimant sols: how did they explain the SIG to the lay client / family and what was their perception of the insurer’s approach to the case? (+ve / -ve / agnostic / seen as as responsible as the D who caused the injury?)
15. Concluding views by both sides

(If the cases study information can be a joint product of claimant and insurer representatives that would be helpful, but it not crucial.)

14.6.21