



Jacqueline Webb & Co[®]
Britain's No.1 Rehab Cost Consultancy

JACQUELINE WEBB & CO: NEWSLETTER SUMMER 2009

Customer survey. Thank you for completing our electronic customer survey; your responses are appreciated. The lucky winner of the initial draw was Kathryn Hart of Harvey Ingram. For those who would rather complete in hard copy a form is attached to this letter. As an incentive, we will again have a prize draw for a hamper, a case of wine or a £100 donation to a charity of your choice.

Support to CPD. Elizabeth Waterman continues to be fully committed to supporting your CPD with workshops in your offices at no charge to you. They are **accredited by APIL Training** for 2 hours of CPD across all levels of litigator. If you wish further details please tick the appropriate box on the attached form. Alternatively email John Ibbotson on **ibbotsonj@jwebb.co.uk** for details. We are currently developing the programme from mid-September.

Legislative developments. In recent newsletters we have highlighted a number of areas of the law which will have an effect on care costings. The most significant recent events are:

In *Peters v East Midlands Strategic Health Authority and others* [3.3.09] it was held that the Claimant, Chantelle Peters was entitled to claim full damages for future care costs against the Defendants rather than be dependent on local authority care provision that was available (and already in use). It was reasonable for Chantelle to opt for self-funding and damages rather than seek provision of care and accommodation at public expense.

Working Time Directive The EU was thrown into disarray on 2 April when talks between governments and MEPs over changes to rules governing the opt out of the 48-hour working week collapsed. For the time being Britain will retain the right for individuals to opt out of the maximum 48-hour working week laid down in the Working Time Directive. However, the rulings in the European Court of Justice (*Case C-303/98 SIMAP v Conselleria de Sanidad y Consumo de la Generalidad Valenciana*; and *Case C-151/02 Landeshauptstadt Kiel v Norbert Jaeger*) that inactive as well as active "on call time" counts towards working hours remains in place. A last-ditch round of negotiations between government officials and MEPs could take place this month before the European parliament breaks up for the euro-elections in the first week of June

Charitable activities.

Sponsored abseil. On 26 April, 6 female members of staff took part in a sponsored abseil from the top of Lulworth Castle. In the process they raised more than £1,300 in aid of the Southern Spinal Injury Trust. We are extremely grateful to our customers


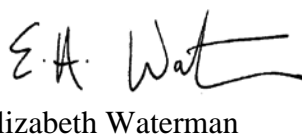
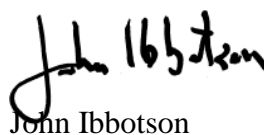
for contributions to their efforts. The website is open until 9 May should you wish to assist: www.mycharitypage.com/johnibbotson

Paralympic sport. Jacqueline Webb & Co is providing an element of sponsorship to ex Royal Marine Arthur Williams to help give him a start in wheelchair athletics. Arthur suffered a T10 spinal cord injury in 2007. He is currently learning to fly with the Disabled Flying Association and has his first competitive wheelchair race this month.

Capacity to provide reports. We are well aware that our capacity to write reports does not match the demand for our services, therefore we have selected 14 additional new consultants in the last year including 2 Advanced Practitioner Nurses. Six of them have completed their initial period of intensive quality assurance. Please look at our website, www.jwebb.co.uk for further details on where they are based. Their expertise is also available in our CV booklet, a copy of which you can request on the form overleaf. While our new consultants are making good progress, we continue to look for other high calibre specialists, including more nurses, to join the team. We are determined to achieve our goal of further reducing the time between instruction and completion of reports.

Your contact details. To ensure that we keep our database up to date please notify any changes overleaf. We look forward to working with you again throughout the rest of the year.

Yours sincerely

  
Jacqueline Webb Elizabeth Waterman John Ibbotson



Jacqueline Webb & Co[®]
Britain's No.1 Rehab Cost Consultancy

From:
«Person», «Firm»
«DXer»
Email address:

Please fill in the form and return to:

Jacqueline Webb & Co **or**
17 Barnack Business Centre Jacqueline Webb & Co
Blakey Road DX: 89653 Salisbury
Salisbury
SP1 2LP

**Quicker via Fax ...
01722 - 412263**

To ensure that the information we hold on our new database is correct please complete the following.

Do you act for:

Claimants Defendants Both

Support to CPD

I would like further details of free support to CPD

Please send a free copy of:

Jacqueline Webb & Co booklets

Choosing and Instructing the Right Care Expert

Short CV booklet of consultants currently accepting medico-legal work
England, Scotland and Wales

The Jacqueline Webb & Co Service Charter

Are there any other members of the Personal Injury team that might like to be kept up to date on our range of services? If yes please give names and contact details below:

.....
If you or a colleague would like a desk calendar, which runs to March 2010, please supply details below:

.....
.....

Thank you for your time. Now please fax to 01722 412 263



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CUSTOMER SURVEY

Please help us to provide a better service to you. Your feedback is important to us.

Please fill in the below form and return to:

Jacqueline Webb & Co **or**
17 Barnack Business Centre Jacqueline Webb & Co
Blakey Road DX: 89653 Salisbury
Salisbury
SP1 2LP

From:

«Person»
«Firm»
«DXer»

**Quicker via Fax ...
01722 - 412263**

Jacqueline Webb & Co is committed to a process of continuous improvement. In order for us to achieve best practise, please would you take a few minutes to fill in this form.

In the event that my name is drawn I would prefer to receive a:

Hamper Case of wine £100 donation to my charity [name:]

Please tick one box per statement:

1. I regard Jacqueline Webb & Co as Britain's No. 1 rehabilitation cost consultant

- Strongly agree
- Agree
- Neutral
- Disagree
- Strongly Disagree

Comments:

2. The recruitment and training regime of Jacqueline Webb & Co consultants is the most rigorous in the UK

- Strongly agree
- Agree
- Neutral
- Disagree
- Strongly Disagree

Comments:

3. I access the Jacqueline Webb & Co website (www.jwebb.co.uk)

- Weekly
- Monthly
- Quarterly
- On occasion
- Rarely

Comments:

4. I find the Jacqueline Webb & Co website helpful

- Strongly agree
- Agree
- Rarely use it
- Disagree
- Strongly Disagree

Comments:

5. The detailed breakdown of costs in Jacqueline Webb & Co quotations is essential and completely meets my needs

- Strongly agree
- Agree
- Neutral
- Disagree
- Strongly Disagree

Comments:

6. The high standard of Jacqueline Webb & Co reports stands out from competitors and fully meets my needs

- Strongly agree
- Agree
- Neutral
- Disagree
- Strongly Disagree

Comments:

7. A timescale of eight working weeks for production of a standard report, after issuing instructions, meets my needs on the majority of occasions

- Strongly agree
- Agree
- Neutral
- Disagree
- Strongly Disagree

Comments:

8. The high standard of oral presentational skills of Jacqueline Webb & Co consultants, at case conferences and in court, meets my expectations

- Strongly agree
- Agree
- Neutral
- Disagree
- Strongly Disagree

Comments:

9. The professional impact of Jacqueline Webb & Co consultants fully meets my expectations

- Strongly agree
- Agree
- Neutral
- Disagree
- Strongly Disagree

Comments:

10. The dress standards of Jacqueline Webb & Co consultants fully meet my expectations

- Strongly agree
- Agree
- Neutral
- Disagree
- Strongly Disagree

Comments:

PTO

11. The continuous professional development of my team would benefit from a training workshop provided free by Jacqueline Webb & Co

- Strongly agree
- Agree
- Neutral
- Disagree
- Strongly Disagree

Comments:

Are there any issues you would wish Jacqueline Webb & Co to address as a matter of priority?

Continued....

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Do you regard our competitors as providing better service? If yes, who and why?

What is the main reason you instruct Jacqueline Webb & Co?

What is the main frustration in dealing with Jacqueline Webb & Co (please be blunt, we want to improve)?

Is there anything we could do to improve our partnership with your business?

Many thanks for taking the time to contribute

Now please send to Jacqueline Webb & Co

DX: 89653 Salisbury

or fax to 01722 412263