



Jacqueline Webb & Co

Rehabilitation Cost Consultants



When your clients' needs cross borders,
cultures, or religions, our international
experience is at your service.

INDEX

INDEX.....	2
INTRODUCTION	3
QUESTIONS AND ANSWERS.....	4
CASE HISTORIES	8
ABOUT JACQUELINE WEBB & CO	11

INTRODUCTION

21st century mobility creates an increasing number of international Personal Injury and Clinical Negligence cases.

Apart from the legal issues, lawyers and insurers are faced by language barriers and cultural divides.

(Not to mention questions about the local availability and cost of essential rehab services.)

As Britain's leading Rehabilitation Cost Consultancy, we report when UK or Irish citizens are injured abroad – or when overseas citizens are injured in the UK.

This booklet uses our experience, to answer some typical questions - and provides a few examples of international rehab costing in action.

QUESTIONS AND ANSWERS

Q. Back to basics. What exactly do your Rehabilitation Cost Reports provide?

A. Expert analysis of the past, present and future needs of the injured person.

Apart from quantum – the cost of restoring them (as nearly as possible) to their previous ways of life – they provide a graphic description of pain, suffering and loss of amenity.

Q. How are these costs quantified?

A. A consultant interviews the injured party (either at home or in hospital) their family/carers/friends, and the health and care providers involved.

The result is a cogent report that will withstand all the pressures of litigation.

We have over 50 consultants, each specialising in one or more of the following:

- Head Injury
- Mental Health
- Spinal
- Paediatric
- Hand
- General Orthopaedics
- Oncology
- Visual
- Amputees
- Palliative

Although the majority of our work is carried out in the UK and Ireland, an increasing number of cases are abroad.

Q. What is the routine, when an event happens abroad, or affects an overseas citizen in the UK, or Ireland?

A. We muster essential expertise on – if necessary – a global scale. This includes:

- Relevantly qualified health professionals, carrying out locally based research, and when appropriate, a video of the person's house and surrounding area.
- Specialist architects – based in the injured party's own country, or the country in which the injury was incurred.

We work closely with these experts, travelling abroad when necessary, but also liaising by video-conferencing and email. In fact, we can hold Case Conferences and even attend Court by video link. Modern electronic techniques often save considerable sums of money, without compromising excellence.

Q. What about cases outside the EU?

A. We work in most parts of the world. For instance, we are currently working with a law firm in Sydney, Australia. Recently, we reported on a Filipino injured in England. These cases are mentioned later in this booklet.

Q. How do you work with overseas lawyers, health professionals and other specialist experts?

A. We have access to a network of people and resources in most countries.

We can work with your team, or help put one together.

Q. How do you stay in touch with your overseas colleagues and their clients?

A. We use all the modern communications technology – email, phone, fax, video link and so on – plus traditional human contact. While we're always aware of the cost of travel, a face-to-face meeting is often the most cost-effective solution.

- Q. What about language? Europe alone has many. And the rest of the world has many more. How many languages do you speak? What about translation?**
- A. Our consultants have a wide range of language skills. If none of them is fluent in the language concerned, we have access to specialist interpreters.**

Note: Medical reports must often be translated. Avoid costly mistakes. Speak to us first.

Q. What about the cultural and religious divides?

- A. These are gaps that we frequently bridge. A recent case involved the societal pressures placed on a disabled Muslim girl.**

Q. How do you assess the home & care needs of an overseas injured party?

- A. We interview the injured person, their family/friends/carers – and the professionals involved. This is done in person, or by video link.**

If necessary, we visit the injured person's home, but frequently we can save time - and money - by filming it.

We may suggest flying the injured person to a suitably qualified health facility, for further assessment.

Q. What does it cost, to work far from your base? Can you provide a quotation?

- A. The cost obviously depends upon many factors: location; distance; days of work required; research required – and so on.**

However, we can provide an accurate quotation for the entire exercise.

Q. What about currencies? And currency conversion?

A. We can provide meaningful costings, in most of the world's currencies.

Q. How are you paid, when you're working on an international case?

A. Direct Bank Transfers are the best method.

Q. What are your Consultants' qualifications?

A. All of them are qualified Occupational Therapists, or other health professionals, with a minimum of six years' post-graduate experience.

The exhaustive selection process includes a written Assessment exercise, a timed verbal reasoning test and a personality test. The interview tests the candidate's resilience under cross-examination.

Three referees are insisted upon.

Only the very best candidates are selected. They benefit from regular quality assurance seminars and the support of major resources at our Head Office.

All our consultants are Expert Witnesses.

Q. What is your mission?

A. To provide, on a global basis, the level of rehabilitation cost reporting that has made us Britain's No.1 Rehab Cost Consultancy.

Q. Can you provide any examples of your success?

A. Yes indeed – within the bounds of confidentiality.

CASE HISTORIES

A Testimonial from Australia

OUR REFERENCE: TJG/mid
17 January 2008

TO WHOM IT MAY CONCERN: JACQUELINE WEBB & CO

I am the Managing Director of Stacks/Goudkamp Pty Limited, a boutique Personal Injury law firm in Sydney, Australia.

I am acting for an English professor who suffered catastrophic brain injury in a road accident in Australia, and who has since been repatriated to the UK where he requires urgent and intensive rehabilitation.

In order that I could apply for an interim payment from the Australian-based insurer to fund my client's ongoing rehabilitation and hospitalisation, I asked Jacqueline Webb & Co to arrange an OT assessment.

Their OT (Jane Hogg) conducted an extremely thorough assessment of my client's needs. She also met with my client's relatives.

M/s Hogg's detailed report enabled me to secure the significant funding from the insurer which has enabled my client to receive the rehabilitation and therapy he so desperately requires.

The service I have received from Jacqueline Webb & Co has been exemplary. I was particularly impressed with the prompt attention I received, the quality of the information I was sent and the dynamic approach to the assessment.

My firm will engage Jacqueline Webb & Co whenever the opportunity arises.

*Tom Goudkamp
Stacks/Goudkamp Pty Ltd
1 Castlereagh Street
SYDNEY NSW 2000
AUSTRALIA*

A little girl with no arms, many problems – and great potential

As a clever child, she should be looking forward to University.

However, as a woman, she faces a lifetime of challenge – and as a Muslim, her marriage prospects are paramount.

We often have to bridge such ethnic and cultural divides.

In this instance, we reported, not simply on the girl's health issues, but also on the society in which she must make her way.

A typical case in Eastern Europe

"We act for many clients who are injured in this country but return home to be looked after – and we have been dealing with Jacqueline Webb & Co for many years.

Recently we needed a specialist head injury case manager to visit a PVS client in hospital in Eastern Europe and prepare a report.

We instructed Carolyn Archibold from Jacqueline Webb & Co, who flew out at relatively short notice. We met her at the airport and took her to the hospital. We provided in-house translation for her. We found Carolyn to be very professional. We were impressed with the sympathy she showed our client's family and in how quickly she got to grips with the case.

The trip involved an overnight stay after a gruelling day's work. We treated Carolyn to the delights of Eastern European cuisine and by way of recompense she delivered her report – exactly when she said she would.

The report is comprehensive and will enable us to obtain a significant interim payment to fund our client's care needs.

Our experience with Carolyn reinforces our view that Jacqueline Webb & Co are as good as you get. We will be using them again. No doubt Carolyn will keep a spare bag packed in readiness."

Jeremy Newson

*Partner & Head of Personal Injury Department,
Hill-Abbott, Chelmsford, Essex*

Filipino Merchant Seaman injured in UK.

As an amputee, he had to cope in his own country.

There are 7083 islands in the Philippines; what health and prosthetic facilities were available?

How much did they cost?

And was his home suitably equipped?

In short, what would it cost, to rebuild his life?

In addition to assessing him when he flew back to the UK for interview, we arranged for a film to be made of his home situation – and our consultant liaised with a Filipino occupational therapist, to establish the availability of equipment and services in the Philippines.

These are just a few entries from our casebook.

Would you like to discuss *your* client's needs?

IF YOUR PI CASE CROSSES
INTERNATIONAL BORDERS,
FIND OUT WHAT MAKES US
BRITAIN'S NO 1 *INTERNATIONAL*
REHAB COST CONSULTANCY.

ABOUT JACQUELINE WEBB & CO Ltd

Jacqueline Webb & Co is Britain's leading independent cost consultancy.

Since Jacqueline Webb founded the company in 1985, we have provided expert evidence on the care needs of over 12,000 claimants.

These days, she is supported by a highly qualified team, in the cathedral city of Salisbury - and by over 50 consultants, working throughout the UK, Ireland and the rest of the world. She has recently been elected a Fellow of the College of Occupational Therapists (COT) for her contribution to the profession, and those it aims to help.

Director of Services, Elizabeth Waterman, who joined the company in 1989, has given evidence in a number of high profile cases. She has lectured widely on rehabilitation issues.

She is your first point of contact. Ring her, on 01722 329156, or e-mail her on watermane@jwebb.co.uk



INVESTOR IN PEOPLE



WORK-LIFE
BALANCE

Recognised as meeting the Investors in People
Model for Work-life Balance



Jacqueline Webb & Co Ltd • 17 Barnack Business Centre • Blakey Road • Salisbury • Wiltshire • SP1 2LP
DX: 89653 Salisbury • Tel: 01722 329156 • Fax: 01722 412263 • Out of hours service: 07989 449338
Email: allocations@jwebb.co.uk • www.jwebb.co.uk

© Jacqueline Webb & Co 2008 | Company Number: 6458172 | VAT Registration No: 900 9301 63



INVESTOR IN PEOPLE



WORK-LIFE
BALANCE

Recognised as meeting the Investors in People
Model for Work-life Balance



Jacqueline Webb & Co Ltd • 17 Barnack Business Centre • Blakey Road • Salisbury • Wiltshire • SP1 2LP
DX: 89653 Salisbury • Tel: 01722 329156 • Fax: 01722 412263 • Out of hours service: 07989 449338
Email: allocations@jwebb.co.uk • www.jwebb.co.uk

© Jacqueline Webb & Co 2008 | Company Number: 6458172 | VAT Registration No: 900 9301 63



Jacqueline Webb & Co

Rehabilitation Cost Consultants

