



Nicky Melville

PROFESSIONAL
SUPPORT ASSISTANT

"They have a great deal of knowledge and expertise, and client care seems to be their top priority...all my expectations were expertly managed with up-to-date information, fantastic support and invaluable advice"

BOYES TURNER CLIENT

+44 (0)118 959 7711

mednegclaims
@boyesturner.com

www.boyesturnerclaims.com

As a professional support assistant in Boyes Turner's outstanding medical negligence team, Nicky uses her administrative and organisational skills to support the team at key procedural stages during each medical negligence claim. Nicky's proactive approach to Legal Aid applications, requests for disclosure of medical records and other key documents ensures that the administration of each case is kept moving, evidence is gathered, documents are organised and the files are complete at each stage.

At Boyes Turner, our specialist birth trauma and neonatal brain injury lawyers are strong proponents of Legal Aid which plays such a vital role in these complex and high value claims. Nicky assists the team's lawyers in liaising with clients and the Legal Aid Agency (LAA), preparing applications, monitoring response times and chasing up LAA decisions.

Nicky uses her past experience as a medical secretary to help clients identify, source and apply for the medical records needed to investigate and pursue their claims. She liaises with hospital departments and chases up any responses to applications which her system tells her are overdue.

Nicky's skills are also put to good use during the document discovery process, where she supports the team's lawyers in collating and organising the clients' lists of documents, which form an important part of the evidence at trial.

Her professional yet friendly telephone style means that Nicky is also skilled at organising other people! She arranges consultations with Counsel and experts, and assists Counsel's clerk in collating witness availability prior to listing each case for trial.

