



FAMILY GUIDES

Changing Solicitors

**Patient
Claim
Line.com**

INTRODUCTION

Medical negligence can be devastating for you, your family and wider support network.

The consequences of a medical mistake can be life changing. You will require help and support in your recovery, as well as support in securing the financial compensation owed to you.

As experts in clinical negligence, we are here to offer the support you need during your recovery. We will help you and your family through the tough times and help you fight for justice, paving the way for a brighter future.



We understand that it might be a difficult decision to switch solicitor during your claim.

However, it is important for you to work with the legal team that best suits your needs, and it is perfectly acceptable to move to an alternative team part-way through your claim. If you believe that your current solicitor is not acting in your best interests, or is unlikely to achieve the result that you believe is possible, you are within your rights to switch.

Our experts here at Patient Claim Line have extensive experience in working on a range of medical negligence cases, many of which are complex and life changing. Our experts are recognised as some of the best in their field and our customer feedback supports this with a 4.7/5 rating on Trustpilot.

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Excellent   Trustpilot

What to look for in a solicitor

A specialist medical negligence solicitor understands the importance of a claim to their client, they put you first and know the best way to represent you to pursue a successful outcome.

Experienced solicitors within the medical negligence field have likely covered some of the most complex cases in their area of expertise. They are therefore best placed to support you through the process, and to navigate any complications that arise; such as disputed claims by defendants. They act in your best interests and understand your desired outcome at the end of your claim.



Here are some key factors you should look for in medical negligence solicitor:

- Understanding of their client and able to build a relationship with them
- Recommendations and good ratings from previous clients
- Successful Track Record
- Chambers & Partners ranking
- Legal 500 ranking
- No win, no fee
- Good communication and good explanation of processes





Reasons to change your solicitor

When making a claim it can be difficult to know what to do, especially if you are unfamiliar with the legal process. Of course you will likely carry out as much research as possible to find the best solicitor to carry out your claim, however you may still feel part way through your claim, the need to change solicitor. This could be for a number of reasons:

You believe your solicitor no longer has the capacity to handle your claim

Your claim has started with the solicitor you instructed, but you now believe that they don't understand your claim or don't understand why you are making the claim and its importance to you.

You may also feel, that the claim is not being handled by your solicitor in the correct way. At this point you may feel it is the best option for yourself and your chances of success, to receive a second opinion from another solicitor. This will help you gauge whether what is happening is correct and you can make a more informed decision.



Your solicitor leaves the firm

When a solicitor leaves their firm during a case, it is normal practise for your claim to be passed on to someone else within the firm, however you may decide at this point that you would like to instruct a completely different firm.



The firm has **closed down**

If the law firm closes during your claim, you will have little choice but to take it to another firm. This may leave you at a crossroad, unsure where to go. We understand that your claim is important to you and that it is essential the claim is completed without delay. The Solicitor Regulation Authority outlines what to do in this situation.



The service doesn't meet **your standards**

Your claim is important to you and an important part of moving on with your life. You may feel that the solicitor or firm you have instructed is no longer acting in your best interests, or you are not receiving the service you are entitled to. This could be due to multiple reasons, such as not being kept up to date by your solicitor, your solicitor taking actions you don't believe are right for you, or the speed at which the claim is progressing. If this is the case, you are entitled to change your solicitor.

How to change solicitors in 3 simple steps

You've made the decision to change your solicitor, this is not always simple or an easy decision, especially if your claim is complex and/or potentially high value. However, you have decided a change is the best action to ensure the best possible outcome for you and your loved ones is achieved.



Do your research

Do your research based upon the factors we have outlined above and choose a new solicitor/law firm to carry your claim forward. The best way to do this is contact them via email or telephone and speak to your new proposed solicitor. Make sure the new solicitor speaks and/or meets with you on a free, no obligation basis.




Sort your legal fees

The next step is sorting your legal fees with your previous solicitor. Your new solicitor may be able to help with this. You will need to agree how your incurred legal fees will be dealt with, if relevant; whether this is as soon as you change or at the end of your claim. Often, especially if you are on a no-win no-fee agreement with your solicitors, they will be happy to transfer the file as long as the new firm agrees to preserve their right to recover the fees if the case settles. This is common in the legal industry.



Sign the form of authority

When that is agreed, your new solicitor will ensure you complete and sign a Form of Authority. This is then sent to your previous solicitor who will then release of your file of papers to your new solicitor.



Why choose Patient Claim Line

Our specialisms

- **Birth Injury**
- **Misdiagnosis**
- **Cancer Negligence**
- **Surgical Negligence**

Here at Patient Claim Line, we are not just lawyers, we are medical negligence experts too.

At Patient Claim Line, we have more than 100 solicitors with combined experience of over 400 years, and they will work on your behalf to achieve the best result possible for you. It's not enough to use a solicitor who sometimes covers medical negligence.

You need someone who knows this area through and through. That is what the solicitors here at Patient Claim Line do. We deal exclusively in this area of law and are experts in the field.