



Spring newsletter



A time to feel optimistic

WELCOME to our first newsletter of 2021 in what is such a bright and positive time of year.

It feels especially optimistic after the last 12 months of uncertainty. The lockdown is almost behind us, the vaccinations are being rolled out and businesses are able to plan ahead with a greater degree of assuredness than at any time since last January.

We seem to be as busy as ever here at Jane James and Associates with continued demand for our expert witnesses, new staff arriving and some re-organisation of responsibilities.

What hasn't changed is our focus on customer service. One of the reasons we have been so successful for the last 35 years is that we ensure our customers are happy – right from the moment they make their first enquiry to when they receive their completed reports. We've been pleased to receive some excellent feedback from our clients.

While there have been many negatives to the lockdown, there has been the odd silver lining. Luci Lloyd, our Head of Operations and Clinical Support, has been looking at what she learned in the lockdown. You can read more about it [here](#).

Two new faces in our team

WE mentioned we have new faces at Jane James and Associates.

Mel Tierney, left, and Alex Zimmerman joined us as Medico Legal Assistants at the end of last year.

It has been a little unusual bringing people in and integrating them into the team virtually but we were lucky to have managed to safely induct both ladies prior to Lockdown 3.0 and Mel and Alex have settled in quickly. We are by no means the only organisation that has had to adapt in such a way. You can find out a little more about Mel and Alex [here](#).



Becoming a digital leader

ANOTHER benefit of lockdown is having more time to think about the business, where it is headed and how we do things.

No business gets anywhere by standing still and across the organisation we have already learnt to adapt to working remotely and virtually.

We have been challenging ourselves by looking closely at the way we work, how we integrate the various functions of the business and what we could be doing better. At the heart of all of this is our aim to provide our clients with a service that is as smooth, efficient and personal as possible.

Last year we went paper-free and Luci Lloyd has been exploring how to take this a step further on a digital leaders course. You can read more about how she got on and what she learnt [here](#).



Expert witness on the Covid frontline

CATHERINE Cooper, one of our most experienced experts, has been talking about her 'day job' as an Advanced Nurse Practitioner in a busy GP practice in Wiltshire, where her role as Infection Control Lead has placed her at the forefront of the pandemic response.

She was involved in all of the early discussions about the emerging threat of what was later to be identified as COVID-19 and was charged with keeping the practice's 150 staff and 25,000 patients safe. It is difficult to remember just how confusing and anxious a time last spring was for everyone, particularly those trying to keep people from harm.

Catherine recalls: "I'd come out of a meeting in the afternoon with one set of guidance and by the time I went to bed that night, it had changed. They just didn't understand how the virus was transmitting, or even who was transmitting it."

You can read the full candid account of her experiences in fighting COVID-19 and the challenges of rolling out the vaccine [here](#).



Stepping out to raise money

EACH year we like to raise money for some good causes that move us for one reason or another. This year of course has been very different for anyone wanting to support a charity.

We had been due to take part in the Great Wiltshire Walk in September in aid of Julia's House Children's Hospice, a wonderful charity based near us in Devizes and also in Poole, Dorset.

The walk was obviously cancelled so we decided to raise funds by taking part in The Everest Expedition, which challenged us to run or walk five, 13 or 26 miles or cycle 30, 50 or 100 miles over one weekend.

Our team, which consisted of Jane and Ian James, Lianna Bradshaw and Mike and Luci Lloyd, managed to cover more than 80km by walking in parts of Wiltshire and Cornwall. We're pleased to say we managed to raise just over £1,400 for the charity. Julia's House, like most charities, has struggled to raise funds this year, find out more about its work [here](#).



This coming year we will be continuing our support for Headway and looking to work with Springboard Opportunity Group near us in Chippenham, a marvellous play group and support service for children with additional needs and their families. We'll have more details on this in our summer newsletter.

Out and about at last?



WE enjoy our visits to conferences and the chances they afford to catch up with friends and clients, as well as getting a bead on what's bubbling away in the sector.

This last year has of course been a question of virtual attendance, which although interesting (and convenient when it comes to travelling), is not quite as satisfying.

In the coming months we will be at two virtual events, the Child Brain Injury Trust Virtual Conference on April 20th and 21st and the Expert Witness Annual Virtual Conference on May 28th. But we hope to be at three other events in person, which will be incredibly exciting.

We'll hope to be hopping along the M4 to APIL's Clinical Negligence Conference at Celtic Manor near Newport from September 21st to 23rd; the Medico-Legal Conference in London on June 24th and the 25th anniversary BABICM Annual Conference in Birmingham on October 20th and 21st.

We've no idea yet whether this will be possible but we hope to see lots of familiar faces and old friends there.

That's all for this newsletter but do keep an eye on our website news section [here](#) to get the latest JA&A news and follow us on [Twitter](#) and [LinkedIn](#).

We'd like to thank all of our clients for their continued support and we look forward to speaking to you soon.



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