



Suzie McCluney

Mediator since 2018

Civil Mediation Council Registered Mediator

Solicitor, Law Firm Partner

Specialist areas: civil and commercial mediation including personal injury and clinical negligence; healthcare mediation; community mediation

Suzie has experience in undertaking facilitative mediations, in person, via online platforms and in the hybrid format, with extensive experience of conducting civil mediations, including clinical negligence and personal injury claims.

Drawing in part from her own clinical background, she has the skills and knowledge in the clinical field which allow effective communication with both clinical and non- clinical staff and with other stakeholders including patients and their families.

Over her career she has developed the oral and written communication skills required to undertake mediation, through her legal practice including in client meetings and written advice, court work and mediation and through the process of training and mentoring staff and liaising with unrepresented clients and quickly assimilating large amounts of technical information.

In addition to her work as a lawyer, partner and mediator, her volunteering roles enhance her understanding of and commitment to respect for equality and diversity.

Each position she holds requires her understanding of the complex issues of confidentiality, the ability to liaise effectively with a range of stakeholders, working with flexible time management and setting and meeting deadlines efficiently.

Background and Approach

Suzie trained as a solicitor qualifying in 1996, moving away from a career in the NHS where she worked as a clinical pharmacist. Initially practicing as a product liability lawyer dealing with consumer claims, pharmaceutical and medical device litigation, Suzie has worked variously at NHR panel firms and in-house with the Medical Protection Society developing her skills over twenty-five years before joining Gordons Partnership in 2019, where she is a partner in the Health and Social Care Department.

Mediation has been a part of Suzie's work for many years, with a mediation practice that now covers community mediation, civil and commercial mediation and specialising in a personal injury and clinical negligence practice supported by her experience as a healthcare lawyer.

Suzie commits around 10% of her time to undertaking pro-bono work as a community mediator. Community mediation follows a different mediation model and this provides her with a flexible skillset that can be utilised in civil and commercial mediation.

Since 2017 Suzie has sat as a lay member of the Clinical Ethics Committee at a London Teaching Hospital and this frequently provides her with the reality check of the not infrequent ethical challenges that are faced by clinicians, patients and families around care and treatment within the hospital setting. She has been the Safeguarding Governor of a local state primary school for a similar length of time.

Suzie has a clear, calm and open communication style. She aims to create a safe environment in which the parties can feel confident that they are being heard. Working to build good rapport throughout the mediation process, allowing the parties to be open about their needs and wants in order to achieve realistic outcomes, she will also challenge and test when necessary.

Whilst at the Medical Protection Society Suzie set up a pilot for the Claims Mediation Service to promote wider options to explore resolution throughout the life of clinical negligence claims. Her expertise in medical indemnity work for General Practitioners frequently involves both clinical and non-clinical staff and the understanding of the challenges of multi-party claims.

Membership and Qualifications

Solicitor (1996)

CEDR Accredited Mediator (2018)

CMC Registered Mediator

BPharm (Hons) MA (Medical Law and Ethics) Kings (2009)

Testimonials;

I always felt supported by you and impressed by your communication which was always clear and prompt and you were very good at explaining where we were and what was going to happen next.

A GP client

You demonstrated a pragmatic and reasoned approach throughout ... always appreciating the Claimant's position as well as the Defendant's. With your collaborative approach we were able to bring this claim to a satisfactory conclusion and avoid the trial and the resultant stress to all the parties that that would cause.

Solicitor at Fletchers Solicitors

Contact: Registrar@TrustMediation.org.uk

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