



Trust Mediation



Suzie McCluney

Mediator since 2018

Civil Mediation Council Registered Mediator

Specialist areas: clinical negligence, personal injury, healthcare mediation, community mediation

Suzie is a partner at Gordons Partnership and was accredited by CEDR as a mediator in 2018.

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.

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. She 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.

Suzie trained as a solicitor qualifying in 1996, moving 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 worked at an NHR panel firm and worked in-house with the Medical Protection Society developing her skills over twenty years before joining Gordons Partnership in 2019, where she is a partner in the Health and Social Care Department. Suzie's clinical negligence experience is comprehensive including all areas of medical practice, drawing in part from her own clinical background.

Whilst at the Medical Protection Society Suzie set up a pilot 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 challenge of multi-party claims.

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 everyday ethical challenges that are faced by clinicians, patients and families when providing and receiving care and treatment within the NHS.

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."

Claimant solicitor

Contact: Registrar@TrustMediation.org.uk