

# Medical Reporting The MLA Way

MLA



# The **MLA** Way

We're MLA, a Liverpool-based medical reporting agency delivering expert witness and medico-legal reporting services to clients across the UK. Renowned for exceptional service delivery, we understand that every client has unique requirements, which is why we tailor our approach to suit your needs, regardless of case type, size or volume.

With more than 30 years of experience and an extensive nationwide panel of specialist medical experts, we deliver quality, efficiency and excellent value for money with every instruction.

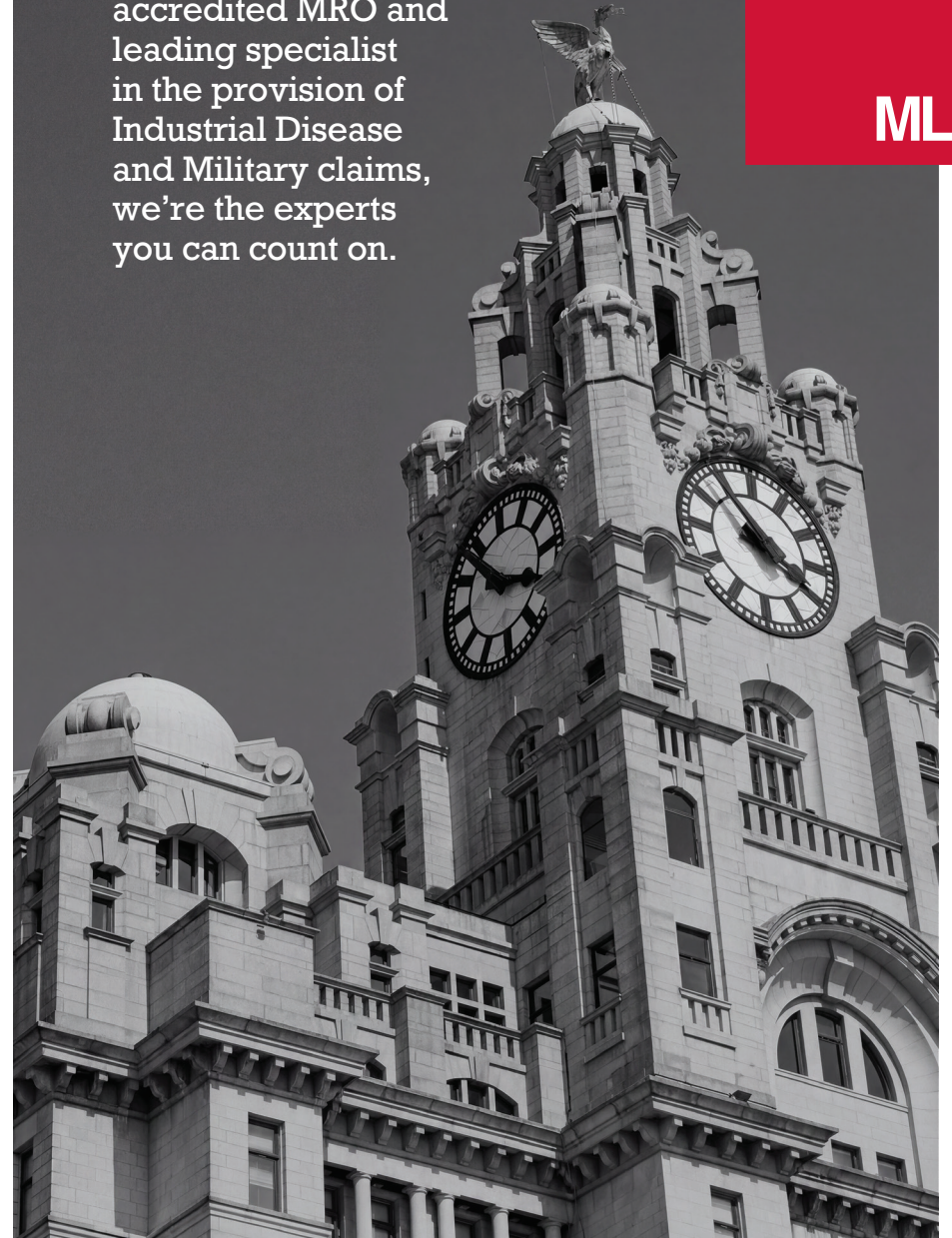
As a recognised Tier 1 MedCo agency, we are proud to deliver medical reporting services that set the standard, alongside specialist support for industrial disease, military and housing-related claims.



As a Tier 1 MedCo accredited MRO and leading specialist in the provision of Industrial Disease and Military claims, we're the experts you can count on.



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# Proud MedCo Tier 1 Agency

As one of the UK's longest-established medical reporting agencies, we are proud to be a Tier 1 MedCo accredited MRO. Since 1990, we have delivered thousands of expert witness reports each year across a wide range of case types, including road traffic accidents, industrial disease, military claims and housing-related matters.

With decades of experience and an extensive nationwide panel of specialist experts, it is safe to say we are highly experienced in what we do.



**Michael Shallcross**  
Managing  
Director

Through our nationwide panel of MedCo-accredited experts, we arrange the most convenient appointment for your client. If they are unable to attend, our re-arrangement process ensures an alternative appointment is secured at the earliest opportunity, helping to keep your case on track and your client engaged.

All MedCo instructions are managed by our experienced team, who will support your case from instruction through to report delivery.

Partner with a trusted medical reporting agency that puts your requirements first and is committed to delivering a reliable, efficient service.

## MedCo

So, if you  
can choose us,  
**use us!**

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“Our well-defined processes and transparent SLA reporting enable us to deliver consistently high levels of customer service in this fast-paced and highly competitive sector.

By actively listening to and acting on client feedback, MLA has built a strong reputation and is trusted by many of the UK's leading personal injury law firms.”

Michael Shallcross  
Managing Director

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# Housing Disrepair Services

Working with a nationwide panel of RICS Chartered Surveyors, MLA provides high-quality expert evidence to help solicitors assess claims quickly and keep cases progressing efficiently.

## Our Housing Disrepair services include:

- **Expert triage reporting**  
A Chartered Surveyor reviews photographs, videos and supporting evidence to determine whether defects are actionable before a full inspection is commissioned.
- **Pre-booked inspections**  
Secure appointments in seconds, with next-day and weekend availability nationwide.
- **Full reports (Single/Joint/Single Joint)**  
Detailed Part 35 compliant reports, including causation, photographs and Scott Schedules.
- **Part 35 questions and Joint Statements**

## Other Housing Services:

- Japanese Knotweed Reports
- Environmental Health Reports
- Structural Engineer Reports
- Specialist Damp and Salt Testing

## Why solicitors choose MLA

- 1 More time for your fee earners**  
We manage the entire process, from nominations and inspections to administration and report delivery.
- 2 Higher quality reporting**  
We work with over 100 Housing Conditions Claims firms and a large nationwide panel of RICS Chartered Surveyors.
- 3 Improved cash flow**  
Deferred payment terms are available to support your cash flow.
- 4 Improved profitability**  
Expert Triage Reporting helps identify non-viable claims early, reducing unnecessary disbursement spend.



# Military Reporting Services

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We understand that Military claims are often a result of catastrophic and life-changing incidents.

We are well equipped to provide every case with the attention to detail it requires whether it be physical or psychological. Our dedicated Case Handlers will be your one point of contact throughout and will be on hand to put your client at ease when explaining the whole process.

Our comprehensive Military Reporting Services cover a range of injury types and are supported by our nationwide panel of medical experts, who are highly experienced in these case types, allowing us to provide the best possible experience for your client.

## **Military reports we provide include but are not limited to:**

- Hearing Loss
- Post Traumatic Stress Disorder (PTSD)
- Non-Freezing Cold Injuries/ Cold Foot Injuries/Trench Foot (NFCI)
- Compartment Syndrome
- Military training accidents
- Military combat accidents
- Friendly fire incidents
- Sports injuries
- Chemical accidents
- Parachuting accidents
- Exposure to harmful substances, such as asbestos



# Industrial Disease Medical Reporting

For more than 30 years, MLA has been a leading provider of Industrial Disease medical reporting services across the UK.

Our extensive experience has given us a deep understanding of the complexities and unique requirements of these claims, enabling us to develop a tailored service that has set the benchmark for quality and efficiency within the industry.

Built up of our most experienced Case Handlers, our Industrial Disease Team, along with our Expert Panel, is managed by our in-house qualified Industrial Disease Solicitor. With over 10 years' experience in the industry, they filter their knowledge throughout the team to aid their understanding of intricate cases and bespoke requirements.

Your dedicated Industrial Disease Case Manager is the one point of contact throughout and is responsible for ensuring that every case is handled with the detailed care and attention required.

#### **Our service covers a number of conditions including:**

- Asbestosis
- Repetitive Strain Injuries
- Occupational Asthma
- Dermatitis
- Cumulative Back Injuries
- Hand Arm Vibration

“

Since working with MLA we have found them to be very professional, accessible and friendly. Their attention to detail at all stages of the process has been very impressive in addition to their excellent client care.

The service level they provide is exemplary which in turn makes progress of the claims a far more efficient and pleasant experience. Second to none!”

**Richard Green**  
Partner, Specialist  
Asbestos Solicitor  
Hugh James

**MLA**

# Our Specialist Industrial Disease Team

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**Erin McBride** LLB  
Operations  
Director

A former Industrial Disease Solicitor with more than 21 years of experience in the personal injury sector, Erin McBride joined MLA in 2016 as Expert Liaison and Industrial Disease Manager.

Now Operations Director, Erin oversees operational delivery across the business, drawing on her legal and industrial disease expertise to ensure MLA continues to provide the high-quality service and medical evidence clients rely on.



**Kevin McCarthy** CILEX  
Business  
Development Manager

Kevin McCarthy is a Business Development Manager at MLA and brings more than 30 years of legal experience to the role.

A former Partner at Hugh James, Kevin specialised in industrial disease claims for over 20 years, with particular expertise in Noise Induced Hearing Loss (NIHL) and Military NIHL. His extensive legal background enables him to provide clients with valuable insight and specialist support across complex claims.

# NIHL – Noise Induced Hearing Loss

Having produced thousands of Noise Induced Hearing Loss (NIHL) medical reports, we are at the forefront of the industry and pride ourselves on driving innovation and efficiencies throughout everything we do.

Using a range of screening and testing methods, we will advise on the most appropriate pathway for your client, helping you minimise costs associated with unsuccessful cases while benefiting from a high-quality report delivered efficiently every time.

## **Audiology Screening**

Through our Audiology Screening service, we will assess your client to determine whether or not there is evidence of Noise Induced Hearing Loss prior to instruction, therefore improving your case success rates and reducing any unnecessary costs.

All of our Audiologists are subjected to stringent vetting processes to ensure that they are qualified with a BSc in Audiology. The Audiogram is then quality checked to ensure BSA compliance - every report that we produce is subject to a rigorous quality checking process to ensure that everything is correct first time.

Quality is paramount to us. All audiology screenings are conducted in soundproof booths or sound treated rooms and we ensure that all of our Audiologists meet our standards.



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# NIHL – Noise Induced Hearing Loss

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## ENT Reports

We know that no two cases are the same and as such we offer three options for ENT reports

### Option 1 – Desktop Report

Once the client has attended an audiogram, arranged by us, and the results are received, a CLB/LCB Report is carried out.

Following a positive outcome, we will complete a pre-medical questionnaire. If the results are positive, instruction for an ENT report to be produced will be sent without an examination.

### Option 2 – Comprehensive Report Including Coles Calculation

Following receipt of the CMC audiogram, we carry out a full tech review and run a CLB/LCB Report. If the outcome is positive, we will arrange another audio appointment for the client, review the results and carry out a further CLB/LCB Report.

Following a positive outcome, we will complete a pre-medical questionnaire. If all outcomes are positive, we will arrange a further appointment for an audiogram followed by an ENT consultation.

### Option 3 – ENT Examination

We will arrange a 'convenient' audiogram for your client as well as an ENT examination to take place on the same day.



# Medico-Legal Case Management

We know that some cases require extra care and attention. In these instances, we provide a Medico-Legal Case Management service that is managed from start to finish by one dedicated Case Handler. With a single point of contact throughout, we'll have a deeper understanding of your unique requirements and deliver a tailored service to meet your needs.

## **Our Medico-Legal Case Management service includes reporting for:**

- Non-MedCo RTA
- Employers' Liability
- Public Liability
- Occupiers' Liability
- Multi-Track
- Catastrophic Injury
- Military Accidents
- Industrial Disease
- Noise Induced Hearing Loss



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# Highly **trusted** service

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At MLA, exceptional customer service is at the heart of everything we do.

With over 7,500 Google reviews from the end-users of our service, and an overall rating of 4.6 out of 5, we are proud to be one of the UK's most highly reviewed and trusted expert reporting agencies. This feedback reflects our commitment to delivering responsive service, high-quality reporting and a consistently positive experience for both solicitors and their clients.

We are also proud to be part of handl Group, one of the UK's leading investors in the health and social care, legal and insurance sectors. As part of a large and well-established organisation, MLA benefits from the long-term stability and strategic support of a wider group of specialist businesses serving the legal sector.

## Why this matters to our clients

- Trusted by law firms across the UK for over 30 years
- Multiple award wins and industry recognitions
- Backed by the strength and stability of the handl Group
- Continued investment in technology, people and service innovation

When you partner with MLA, you benefit from the personal service of a specialist medical reporting agency, combined with the security and strategic support of a wider group of specialist businesses serving the legal sector.

handl MLA

Google  
Reviews ★★★★★



Thank you for everything excellent job

**Gladys**



No problems. It all went really well

**Fran**



Quick and efficiently done

**Rax**



Excellent service

**Shane**



Was communicative, prompt & professional throughout

**David**



Excellent service, the expert came out to survey the property. Helpful and well written report

**Hashim**

# Want To Find Out More...?

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For further information on any of MLA's services,  
please contact our Sales Team.



**Julie Usher**

Commercial Director

**T:** 07736 907 351

**E:** Julie.Usher@mmla-ltd.co.uk



**Kevin McCarthy**

Business Development Manager

**T:** 07719 050 334

**E:** Kevin.McCarthy@mmla-ltd.co.uk

**T:** 03330 150 213

**E:** enquiries@mmla-ltd.co.uk

**W:** mmla-ltd.co.uk

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Medical Legal Appointments Ltd  
6th Floor, 1 Tithebarn Street  
Liverpool, L2 2NZ

