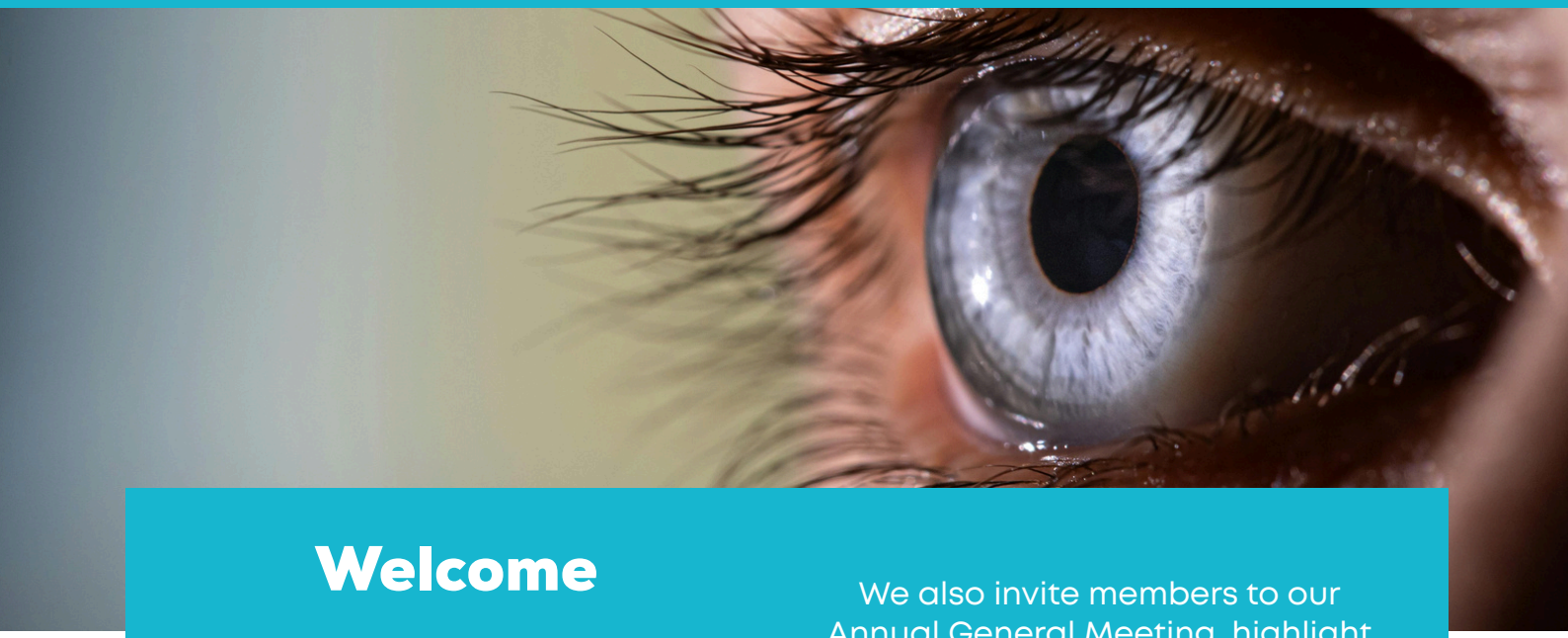
AOOSIS

NEWSLETTER

AOO Specialist Indemnity Scheme
AOOSIS



Welcome

Welcome to the latest edition of the AOOSIS newsletter.

In this issue, we highlight some of the ways AOOSIS supports ophthalmic surgeons not only through specialist indemnity, but also through practical medico-legal advice and guidance when members need it most.

We share a recent medico-legal case study demonstrating how our specialist helpline supported a member following a patient complaint, from preparing a statement and considering the available options through to liaising with insurers and helping achieve a successful resolution.

We also invite members to our Annual General Meeting, highlight some of our latest blogs, and provide an opportunity to catch up on important medico-legal issues affecting ophthalmic surgeons.

Finally, if you have colleagues who may benefit from specialist ophthalmic indemnity, please consider sharing this newsletter with them. AOOSIS was created by ophthalmic surgeons, for ophthalmic surgeons, with cover and support designed around the realities of modern ophthalmic practice.

We hope you enjoy this edition and find it useful.

Best wishes
The AOOSIS Board

Case Study: Supporting a Member Through a Patient Complaint



Background
An AOOSIS member contacted the medico legal helpline after receiving a complaint from a patient following treatment. The patient reported a deterioration in their vision, although there was no obvious clinical reason for the deterioration.

The hospital was also involved in the matter, and it was important that the member was supported throughout the process while ensuring that the complaint was handled appropriately and professionally.

How AOOSIS Supported the Member
AOOSIS worked closely with the member to understand the circumstances and assisted them in preparing a detailed statement for the hospital.

The helpline also discussed the possible options available to resolve the patient's concerns, including:

- A refund or appropriate financial resolution
- Further treatment, including laser treatment in this particular case
- Referral to another suitably qualified colleague for further assessment and treatment

The hospital subsequently prepared a letter to the patient. Before it was issued, AOOSIS reviewed the proposed correspondence and sought appropriate guidance from the member's insurers to ensure that the response was suitable and consistent with the relevant professional and insurance considerations.

Resolution
Following discussions between the parties, the patient was referred to another colleague for further assessment and treatment. The cost of the additional treatment was covered by the hospital.

The matter was subsequently resolved, bringing the complaint to a satisfactory conclusion for all involved.

The Value of AOOSIS Membership
This case demonstrates the value of having access to early, practical and independent professional support when a complaint arises.

AOOSIS was able to support the member throughout the process from preparing their statement and considering the available options, through to reviewing the hospital's proposed response and liaising with insurers for appropriate guidance. Importantly, the member did not have to navigate a potentially stressful complaint alone.

MIC Medico-Legal Expert on Hand to Support You.

Emily Borhan, Senior Medico-Legal Adviser at MIC. As a legally qualified adviser, Emily provides expert guidance across a broad range of areas, including medico-legal queries, regulatory matters such as GMC investigations, and clinical negligence claims.

Working closely with the AOOSIS Clinical Board, Emily also helps identify emerging trends in ophthalmic claims and insurer notifications, ensuring members receive the insight, support, and guidance they need.

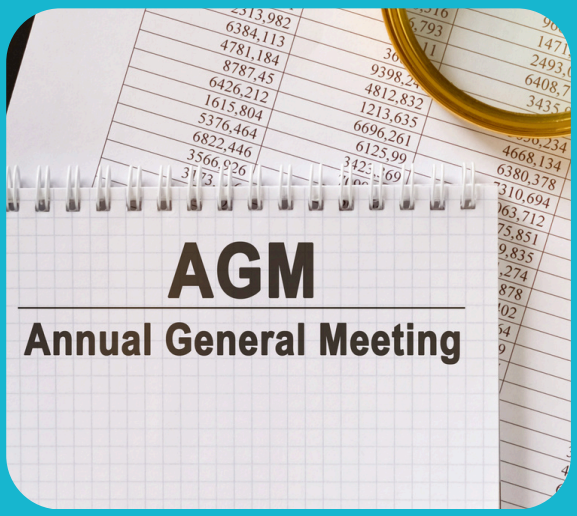
If you need support please get in touch.



Contact details:
Emily Borhan
Senior Medico-Legal Adviser, MIC

Phone: +44 (0)333 240 8979
Email: medicolegal@m-i-c.co.uk

AOOSIS Annual General Meeting



You're Invited: AOOSIS Annual General Meeting

AOOSIS will hold its Annual General Meeting (AGM) on 14 October at 10:00am.

All members are welcome to attend.

If you would like to join us, please contact info@aoosis.co.uk to register your interest.

AOOSIS BLOG

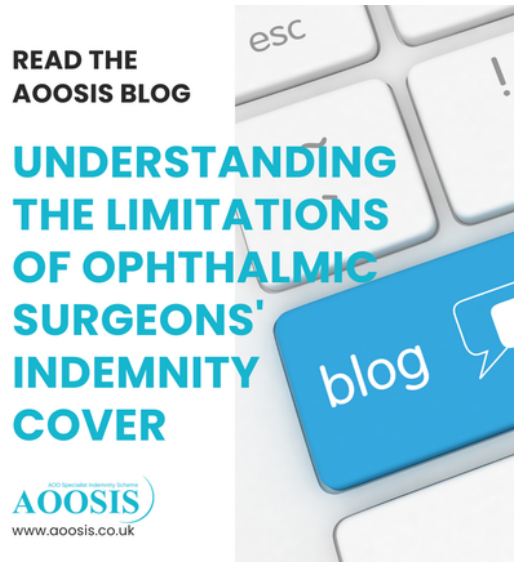
In case you missed them... Catch up on the latest blogs from AOOSIS, where we explore key medico-legal issues affecting ophthalmic surgeons from product liability claims and changing indemnity providers to the hidden risks of providing clinical advice via WhatsApp.

Oculentis Lens Claims: Why Ophthalmic Surgeons Are Increasingly Being Drawn into Product Liability Disputes

blog explores how product liability claims are increasingly extending beyond manufacturers to surgeons, clinics, and healthcare providers. The article examines the legal implications of supplying intraocular lenses, the impact of manufacturer insolvency, and the practical lessons ophthalmic surgeons should consider when managing product liability risk.

Click here for the full article

Do You Know What Your Indemnity Cover Really Protects?



Professional indemnity is an essential part of protecting your medical practice, but do you know where the boundaries of your cover lie? For ophthalmic surgeons, employment disputes, disciplinary proceedings, grievances, bullying and harassment may not fall within the scope of standard indemnity arrangements. Our latest article explains the important distinction between clinical indemnity and employment-related support, including the limitations of NHS Crown Indemnity, and highlights why understanding your protection before a problem arises is so important.

Click here for the full article

AOOSIS BLOGS...

Thinking of Changing Your Indemnity Provider? Here's What Ophthalmic Surgeons Need to Know

feature explains the key considerations when switching indemnity providers, including the importance of retroactive dates, maintaining continuous protection for previous clinical work, and choosing specialist support that understands the unique medico-legal risks of ophthalmology.

Click here for the full article

The Hidden Medico-Legal Risks of Clinical Advice on WhatsApp

article explores the legal and professional risks ophthalmic surgeons may face when providing clinical advice through messaging apps. It highlights the importance of maintaining professional boundaries, protecting patient confidentiality, and ensuring that informal digital communications do not inadvertently create medico-legal exposure.

Click here for the full article

SPREAD THE WORD

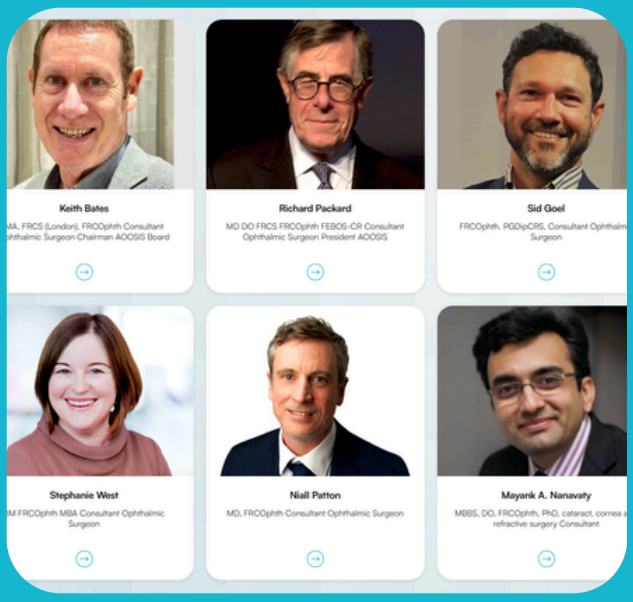
If you know a colleague who could benefit from specialist ophthalmic indemnity, we'd be grateful if you shared this AOOSIS newsletter with them and our contact details.

Created by ophthalmic surgeons, for ophthalmic surgeons, AOOSIS offers contractual indemnity designed around the realities of modern ophthalmic practice. Our Clinical Board works closely with underwriters to ensure they understand the latest surgical techniques and procedures, while our specialist broker brings extensive expertise in surgical specialty indemnity.

Together, this helps us provide competitive, comprehensive cover tailored to the needs of ophthalmic surgeons.

The AOOSIS Board

- **Keith Bates**, Chairman, Ophthalmic Surgeon
- **Richard Packard**, President, Ophthalmic Surgeon
- **Sid Goel**, Ophthalmic Surgeon
- **Stephanie West**, Ophthalmic Surgeon
- **Niall Patton**, Ophthalmic Surgeon
- **Mayank Nanavaty**, Cataract, Cornea and Refractive Surgery Consultant



AOOSIS Website

The latest news from AOOSIS can be found on the website at **www.aoosis.co.uk**

Follow us on Social Media

Click the icon to follow.

AOOSIS

AOO Specialist Indemnity Scheme Limited (AOOSIS) is an introducer appointed representative of Medical Insurance Consultants Limited which is authorised and regulated by the Financial Conduct Authority.

Registered Office: Park House, 45 The Park, Yeovil, BA20 1DE. Company Number 03356946 registered in England and Wales

Membership Enquiries:
Call : +44 (0)333 240 8979
Email : info@aoosis.co.uk