



How does the MDU advisory team help before incidents occur?

Read our scenario to find out more.



The scenario

A patient makes a complaint about their treatment. Can the client resolve this before it becomes a claim?



How the MDU helped

With the support of their dedicated MDU Risk Advisory Partner, the practice swiftly investigates and writes to the patient to explain what went wrong and what it was doing to improve.



What happened?

The patient was pleased with the detailed response and accepted the practice's apology.



We offer your clients a
dedicated Risk Advisory
Partner to help them
resolve complaints.

In the last five years alone, the MDU has
advised on over 30,000 complaints, with
fewer than one in seven leading to a claim.



Insurance with real-world guidance

MDUConnect – we include, as standard, MDU corporate membership, giving your clients direct access to advice and guidance from doctors and lawyers with real-world experience, providing market-leading guidance to help reduce the chances of a clinical negligence claim.

mduinsurance.com/contact

This dilemma is an example of the types of call we receive to our advice line.

This information was correct at publication on 3 November 2025. Any guidance is intended as general guidance for members only. If you are a MDU member and need specific advice relating to your own circumstances, please contact one of our advisers.