

## Dr Clare Sieber



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Clare is a practising GP in West Sussex and a fully insured CEDR-accredited mediator who gained a distinction-level qualifying law degree whilst working as a GP.

She worked as a Medical Director for Local Medical Committees for five years, supporting and advising GPs in the South of England. A lot of this work involved providing pragmatic support to individual GPs, practice managers, partnerships, and PCNs that found themselves in a dispute.

Clare is an ex-officio member of the BMA's England GP Committee in her role as Chair of the Conference of England LMCs.

She mediates:

- commercial disputes in general practice (mainly partnership, property and PCN disputes)
- workplace disputes in primary and secondary care settings (i.e., disputes between employees).

Clare offers a full mediation service, including:

- Unlimited preparatory phone calls, online meetings, and emails with all parties and their legal representatives if necessary.
- A full 8-hour mediation day (face-to-face or remote via Microsoft Teams).
- The drafting of a mediation agreement and, where parties do not have legal representation, the drafting of Heads of Terms and distribution of signed copies.

Clare also delivers training to primary care providers and commissioners about dispute resolution and managing conflict.

Clare has produced the following [information sheet](#) about mediation and how it works in practice. Alternatively, she has produced two short videos [about mediation](#) and [how it works in practice](#).

# Cases Clare has Mediated

## Commercial Disputes

Clare has supported many partnerships and Primary Care Networks (PCNs) to resolve their differences or end their relationship on the best possible terms. Agreements can be tailored to a specific situation, and include elements further reaching than a court of law could order, including creative use of payments, notice periods, leave, profit shares, partner duties, sabbaticals, references, ARRS resource, and messaging to staff and patients.

She has mediated commercial disputes in General Practice that have involved:

- the buying-out of property-owning partners
- disputes with landlords about historic rent/charges
- financial disputes post-merger
- exits of partners from a partnership with or without a valid partnership deed
- bullying, harassment, and discrimination claims
- breakdown of the relationship between partners who wish to continue working together
- dissolution of a partnership and the handing back of a GMS contract
- exits/entries/allocations of practices from/to a PCN
- disputes with former practice partners

## Workplace Disputes

These disputes often have different outcomes as the employees will usually remain in the organisation and continue to work together, unlike commercial disputes when the business relationship between partners/practices is often severed.

Disputes could have arisen because of a breakdown of working relationships and line management, or issues about illness/disability and workplace adjustments. There could have been a complaint, a grievance, or there may even be a case going through an employment tribunal.

Agreements can include redefining roles and line management, setting standards for communication and behaviour, acknowledgements and apologies, and drawing an end to a formal HR process or legal proceedings.

# Clare's Service

## Commercial Disputes

The service includes an unlimited amount of preparatory conversations, of which there tends to be several with each party in advance of the mediation, a full day of mediation, the drafting of the relevant paperwork such as the agreement to mediate and a signed Heads of Terms document, should lawyers not be involved.

This costs £3750 (no VAT) for small disputes (up to three partners), rising to £4750 for four to ten partners, or £5250 for PCN disputes. These rates are discounted for mediations that take place virtually. Travel expenses from West Sussex will be charged for face-to-face mediations +/- an overnight stay depending on the distance.

## Workplace Disputes

This is provided for an hourly rate of £250, and as a guide, a two-person conflict takes approximately 12 hours (over several days) to resolve. The drafting of a mediation agreement and a settlement agreement for signing is provided for free.

### Important points to note:

- Clare is not registered for VAT and therefore does not charge VAT
- Mediation fees are usually shared equally between all the parties in a dispute, except in the case of workplace mediations where the employer bears the cost

## Virtual or Face-to-face?

During the COVID-19 pandemic lockdowns, all mediations were carried out remotely using Microsoft Teams in a way that mimics a face-to-face mediation. Now things have moved on, parties will have the option to attend a mediation remotely or face-to-face.

Where tensions are very high and people don't want to meet at all face to face, or there are many people present (such as with PCN mediations), virtual mediation can be helpful.

Clare has created this [information sheet](#) and quick [video](#) about virtual mediation, exploring how it works.

## Testimonials

Here is some of the feedback Clare has received from cases she has mediated:

“Just wanted to thank you so much for all of your help today. I feel we have now given the best possible shot at this and hope that this makes moving forward easier.”

“The fact that we actually got a deal under these circumstances gives you a lot of credit, and I would not hesitate to recommend you to anyone in future. I think your video manner is absolutely excellent.”

“Thanks very much for taking a dispute burden off our shoulders - at the first attempt! Very impressive.”

“I was impressed by how you calmly worked through the dispute. I would be happy to recommend you to colleagues.”

“You were brilliant and incredibly kind to me, and although the outcome wasn't what any of us had hoped for, I hope it was still a useful step forwards.”

“Thank you so much for your help today. I dread to think where the practice would have been in a few months' time without this mediation - It at least now has a chance.”

“Thank you so much for all your advice in getting the deal I got yesterday. I am very happy.”

“Can I just say that, on one of the worst days of my life, I am glad that you were there. You made the process tolerable.”