



Keeping Good Records

Helping you manage your finances and progress

In the early days after a serious injury, you may have financial worries, medical concerns, ongoing pain as well as having to adjust to life-changing injuries.

It can be helpful to keep a record of expenses relating to your injury, upcoming appointments and the progress you're making on your road to recovery.

We understand that everyone's circumstances and injury are different. You can use this checklist as a guide and you might find it helpful to jot things down in a diary or notepad. This checklist might prompt you about the kind of things to record, as your doctor or solicitor asks about the impact of your injury and the progress you are making.

Our client liaison managers, who are here to help you, recommend having a paper record of these things. This is because you may not have access to your phone, as this may have been damaged in the incident or may be needed by police as they investigate what happened.

Personal details

It's handy to note down your National Insurance number, NHS number and GP details. The services you use will often ask for these in the weeks and months after a serious injury.

My National Insurance number is:

My NHS number is:

My GP details are:

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If you're not sure what your NHS number is, you can find it on a letter from your GP, a prescription or by checking on the [NHS website](#).

Finances

During your legal claim, your solicitor will be able to recover some costs you've incurred as a result of your injury. It might be that you've had to hire a wheelchair or perhaps buy new clothing to make sure you're comfortable after surgery. It can also include receipts for parking when attending medical appointments. It's helpful to keep a note of these expenses and keep receipts in a dedicated place.

Care needs

When you first experience a serious injury, close family members and friends may need to support you physically and practically. It's a good idea to record what they are doing, for how long and how often. Your solicitor might use the information to show the extent of your injuries and the impact this has on your family and friends.

Appointments

After a serious injury, you'll have a lot of information to process. Making a note of upcoming appointments, how you feel they went and anything that you need to remember afterwards is a good way to gain some control. In preparation for medical or therapy appointments, it can be helpful to record any difficulties and progress you are making. At appointments it's a good idea to record advice given, any follow up plans and your thoughts or any concerns about how the appointment went.

Symptoms

You may have on-going symptoms in different parts of your body, depending on your injury. A symptom that didn't feel that significant at the start of your recovery may become a long-term concern. It's helpful to note down the injury, pain associated with it, treatment plans and how you feel you're progressing. For many people there is also psychological distress and symptoms and it's good to record things like changes in your mood and sleep patterns.

Medication

When new medication is introduced, it's normal to feel overwhelmed, especially if you have to take different medication at different times of day. It's a good idea to note down what medication you've been prescribed, what it is for and any side effect. It will help to refer back to your notes on a daily basis to make sure you've remembered to take all your medication. It'll also be helpful to take your notes with you to see your GP or any other health practitioner.

Progress and goals

As you get used to a new way of life for you and your family, it might not seem like you're making much progress in your recovery. By making a note of your progress and goals, it will keep your rehabilitation on track and will show how far you've come when you look back at the early days after your injury.

Things to consider

Below is a list of things you can do that could support you in adapting to your situation. As everyone's situation is unique, these suggestions may not all apply to you personally.

Checklist

Create a dedicated place to store receipts relating to purchases you've had to make because of your injury

Make a note of any extra equipment, disability aids and technology you've purchased

Make a note of new clothing purchased due to my injury

Make a note of when friends or family have helped you and for how long

Make a note of changes to household duties/chores and caring responsibilities

Make a record of other services you need to rely on since your injury, e.g. cleaners and gardeners

Start a diary tracking your medical appointments and how you think they went

Make a diary to record any symptoms and side effects of medication on a daily basis

Set up reminders for your medication

Start a diary to track progress and record your goals.