

Hannah Lall

BSc (Hons) Physiotherapy

e-mail: hl@benholden.net



Position – Case Manager

Based in Bury St Edmunds, Suffolk

Professional Memberships

- Health & Care Professionals Council (HCPC) – **Membership No. PH93693**
- Member of the Case Management Society UK (CMSUK) – **Membership No. 23-11032-A**
- Member of the Chartered Society of Physiotherapy (CSP) – **Membership No. 085924**



Skills & Experience Summary

Hannah graduated as a physiotherapist in 2009 and has 13 years' experience as a Case Manager. This has included running two physiotherapy and case management services as a Clinical Lead.

Hannah's experience in case management has involved supporting clients with a range of conditions including polytrauma, brain injuries and amputations.

After qualifying from Keele University, Hannah commenced her first role within a private case management and occupational health company, where she progressed into leadership roles. Hannah has a wide range of clinical experience, having specialised in musculoskeletal health, complex orthopaedic injuries and chronic pain management. She has worked in both NHS and private settings, as well as within the community.

Hannah's experience in case management has enabled her to utilise a bespoke, holistic and patient centred approach to drive the best possible outcomes for her clients. She is adept in managing rehabilitation for complex injuries, understanding the physical, psychological and cognitive challenges for her clients.

As well as case management, Hannah has experience within an occupational health setting, enhancing her knowledge in supporting clients with a return to employment.

With her varied experience and knowledge, Hannah is able to support her clients to optimise their rehabilitation.

She is a member of CMSUK and was nominated for Clinical Case Manager of the Year award in 2024.

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Continuous Professional Development (CPD)

To maintain high standards of service by our team members, Ben Holden Ltd provides regular in-house training and attendance of annual statutory and mandatory refreshers. As part of CPD, members regularly attend external events/courses and maintain a personal CPD Folder. All staff are subject to regular supervision and mentoring sessions.

Disclosure & Barring Service (DBS) – Enhanced Certificate

To remain up to date and enable regular annual rechecks our team members are all registered with the online Update Service.

Clinical Employment History

February 2025 – Present

Ben Holden Ltd
Case Manager

September 2023 – present

Circle Health Group
Bank Physiotherapist

November 2022 – February 2025

Corpore
Rehabilitation Case Manager

September 2021 – November 2022

Allied Health Professionals Suffolk
Senior Physiotherapist

May 2021 – September 2021

East Suffolk and North Essex NHS Foundation Trust
Senior Community Physiotherapist

August 2018 – May 2021

IPRS Health
Clinical Lead of Triage and Remote Services

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June 2010 – August 2018

Vita Health Group (Formerly RehabWorks)

2017 – 2018 MSK Operations Manager
2016 – 2017 MSK Account Lead
2015 – 2016 Remote MSK Manager
2013 – 2015 Centre Manager
2010 – 2013 Physiotherapist / Senior Physiotherapist

Personal Summary

Hannah enjoys going to the gym, swimming and walking her dog outside of work. She also enjoys drawing, painting and calligraphy, as well as spending time with friends and family.

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