

# SPSP National Learning Event: Creating the Conditions for Safe Care 20 September 2023

## Biographies – Chairs & Speakers

### Morning Plenary Session



#### **Professor Jann Gardner (Chair)**

Chief Executive,

NHS Lanarkshire

Professor Jann Gardner joined NHS Lanarkshire in December 2022 and has more than 30 years of healthcare management experience.

Jann had been Chief Executive of NHS Golden Jubilee since January 2019 and was responsible for the establishment of the Centre for Sustainable Delivery (CfSD) and the NHS Scotland Academy. Before that, Jann was Deputy Chief Executive and Chief Operating Officer in NHS Fife. Starting her career as a

clinical pharmacist in Hairmyres Hospital, Jann has gone on to hold a number of professional and senior leadership roles within clinical, operations, strategy and transformation, always with a patient centred innovation focus.



#### **Joanne Matthews**

Associate Director of Improvement & Safety,

Healthcare Improvement Scotland

Joanne Matthews (RGN BSc) has over 27 years' experience working across Health and Social Care within Scotland and England. As the Associate Director for Improvement and Safety within Healthcare Improvement Scotland, Joanne provides strategic leadership at national level to the redesign and continuous improvement of health and social care systems across the country.

With a passion for improving the quality and safety of care she leads a range of national quality improvement programmes supporting leaders to create the conditions and culture for improvement including, for the last 10 years, leading the Scottish Patient Safety

Programme (SPSP) and more recently Healthcare Improvement Scotland's work to develop a Quality Management System.

Prior to returning to Scotland in 2013, Joanne had a number of senior clinical, managerial and commissioning roles in the NHS in the South East of England. These included the national telephone triage and advice line, NHS Direct Kent, Surrey and Sussex and health and social care strategic commissioning for adult and children's services within Brighton and Hove Primary Care Trust.

Joanne started her career in the NHS as a nurse graduating from Glasgow Caledonian University, is an ILM Executive Coach and a member of The Health Foundation's Q Advisory Board



**Penny Pereira**  
Q Managing Director,  
The Health Foundation

Before joining the Health Foundation, Penny worked at Newham University Healthcare NHS Trust in East London, where she was the Director of Strategy and Service Improvement. Penny has spent her career leading improvement work at local and national level in the NHS, with particular expertise in process and system redesign, leading strategic change across organisations, developing networks to support improvement, collaborative design and patient safety.



**Dominique Bird**  
Deputy Director and Head of Quality Improvement,  
Improvement Cymru

Dominique leads on supporting organisations to build learning systems, based on evidence based improvement and capability interventions identified through UK and international peer networks. The Safe Care Partnership is pioneering this approach in Wales. She also oversees our Mental Health and Learning Disability improvement portfolios.

Dominique started working in Improvement in Wales in 2003 and has developed a wealth of expertise from working for the NHS for almost 20 years. She is a qualified Institute for Healthcare Improvement Improvement Advisor, has completed Juran Institute DMAIC training and has Masters in Professional Studies.

Dominique is passionate about building strong networks for Improvement success

## Afternoon Plenary Session



### **Simon Watson (Chair)**

Medical Director & Director of Safety,  
Healthcare Improvement Scotland

Simon is the Medical Director, Director of Safety and professional lead for medical doctors, pharmacists and dentists in Healthcare Improvement Scotland. He has been a practicing medical doctor since 1996 and a Consultant Nephrologist since 2007. Simon joined Healthcare Improvement Scotland in 2020 after four years within NHS Lothian's Executive Leadership Team as Chief Quality Officer and Exec Lead for Analytical Services. In these capacities, he led the development of NHS Lothian's Quality Management System and the Board's Quality Strategy. His previous leadership roles included Associate Medical Director for Patient Safety (NHS Lothian), Clinical Lead for the Scottish Quality and Safety Fellowship Programme (HIS and then NES) and Clinical Advisor for the UK Health Foundation. Simon holds undergraduate degrees in science and medicine, a PhD in Immunology and undertook formal training in Quality Management in the UK and USA.

## Breakout Session 1: Essentials of Safe Care

### *Developing a Sprint Approach to Safety Improvements*

Hybrid Session



### **Ciara Robertson**

Senior Improvement Advisor (Chair)  
Healthcare Improvement Scotland

Ciara is a Senior Improvement Advisor in the Primary Care Improvement Portfolio in Healthcare Improvement Scotland. This role includes leading the Primary Care Access Programme and the national Community Treatment and Care (CTAC) network. Ciara is a speech and language therapist and her clinical roles specialised in learning disabilities, neurodiversity and mental health. Ciara is in the final stage of a clinical doctorate with the University of Stirling and her research is focused on how a national organisation work in partnership with people with lived and living experience in mental health improvement programmes. She is committed to working across boundaries in multi-disciplinary teams to make a difference with people who need support and input from health and social care services.



**Judith Cain**

Senior Improvement Manager - Primary Care Improvement Team,  
NHS Lanarkshire

Judith is the proud, passionate Senior Improvement Manager who heads up the Primary Care Improvement Team in NHS Lanarkshire. Her role includes championing the quality improvement approach that underpins the delivery of the Primary Care Improvement Plan. Judith's early career was in local government as a Development Officer in Education & Childcare. Her involvement in the Early Years Collaborative from 2013 introduced her to the power of quality improvement. Since then she has completed the Improvement Advisor professional development programme (IHI), brought her insight as Improvement Advisor to the national Children & Young People Improvement Collaborative Team and now applies her knowledge to NHS Lanarkshire's delivery of the GMS contract and primary care improvement. She is committed to establishing rigorous, evidence based practice that has real impact across Lanarkshire and Scotland in order to ensure excellent patient centred models of primary care.

## *SPSP Essentials of Safe Care: Using PDSA Cycles to Drive Improvements*

Hybrid Session



**Claire Mavin (Chair)**

Portfolio Lead,  
Healthcare Improvement Scotland

Claire is the Portfolio Lead within the Acute Care Portfolio at Healthcare Improvement Scotland (HIS) leading national improvement work for SPSP Acute Adult, Frailty and Value Management. Claire has been involved in quality improvement work since 2010 and has completed the IHI Improvement Advisors course. Her previous roles include national improvement support for Primary Care and Mental Health teams. Claire graduated as a Registered Nurse in 1993 and spent many years working in the field of Neuroscience Nursing and Practice Development. During this time she achieved an MSc in Nursing with Applied Education.



**Meghan Bateson**

Senior Improvement Advisor,  
Healthcare Improvement Scotland

Meghan Bateson currently works as a Senior Improvement Advisor within the Acute Care Team in the Medical & Safety Directorate at Healthcare Improvement Scotland. Meghan is the Senior Improvement Advisor for acute frailty, as well as the SPSP Acute Adult programme comprising deteriorating patient, falls, pressure ulcers and sepsis. She is a registered nurse by background.

**Scott Hamilton**

Improvement Advisor,  
Healthcare Improvement Scotland

Scott is a nurse and improvement advisor in the Healthcare Improvement Scotland (HIS) Acute Care Team. Scott currently leads on the Focus on Frailty improvement programme.

Scott started his NHS career as a Staff Nurse in Acute Medicine at Glasgow Royal Infirmary in 1999. Scott worked in Acute Medicine until 2007 when he was seconded to lead the roll out of Flying Start NHS across NHS Greater Glasgow and Clyde (NHSGGC) acute care services. Scott is a Scottish Dementia Champion and presented his work in increasing dementia awareness within the operating department, with two fellow Dementia Champions, at the Alzheimer Europe Conference hosted in Glasgow in 2012. His interest in quality improvement methodology began when he commenced the role of practice development nurse for older people's care in 2014. He completed Scottish Improvement Leader programme (cohort 18) in 2019.

Prior to joining HIS Scott worked as the clinical nurse educator for older people for the Clyde Sector of NHSGGC from 2017 until 2020. He established this new role and subsequently developed the older peoples' practice education service across the Clyde Sector. Scott was nominated for an NHSGGC Facing the Future Together award in supporting 'our culture'.

## *Understanding the System Considering the Archetypes of Work*

In-person session only



**Marjorie McGinty**

Head of Improvement,  
NHS Lanarkshire

Marjorie McGinty is Head of Improvement in NHS Lanarkshire. This role covers the strategic planning and delivery of aspects of QI relating to patient safety and person centred care. She leads on NHS Lanarkshire's input to national improvement programmes including SPSP Acute Adult Collaborative, SPSP Mental Health Collaborative and Access QI. She has been involved in health and social care improvement work since 2000. She is a nurse specialising in the field of dermatology and led the national Dermatology and Plastic Surgery Out Patient redesign programme in 2004. She is a graduate of the Scottish Improvement Leader Programme and is an Executive Coach accredited by the Academy of Executive Coaching. She has an MSc in Professional Education leads on designing and delivering the in house QI education programme AEQUIP.



**Moira Manson**

Senior Reviewer Adverse Events Programme,  
Healthcare Improvement Scotland

Moira Manson is a Senior Reviewer with Healthcare Improvement Scotland leading the Adverse Events Programme. She joined HIS from the Scottish Prison Service bringing a wealth of operational and strategic experience in incident management, review and learning. She has, through leading policy work in suicide, a dedication to working with bereaved families and engaging them in review processes along with supporting staff who have experienced significant events. Moira is also a qualified counsellor in the person centred approach and registered with Counselling and Psychotherapy in Scotland, (COSCA) and British Association for Counselling and Psychotherapy ,(BACP) Previous volunteering work has included working with Family Mediation Lothian and Families Outside (providing support for families affected by imprisonment.) Time out from work includes "managing" 5 grown up daughters and spending time with 2 fantastic grandchildren. Lockdown hobby has been learning to play the violin much to annoyance of her 2 terrier dogs and husband!



### **Rory Christie**

Programme Manager Adverse Events Programme,  
Healthcare Improvement Scotland

Rory is the Programme Manager for the HIS adverse events Programme, providing scrutiny of adverse event processes across Scotland, and ownership of Learning from adverse events through reporting and review: A national framework for Scotland which offer guidance to NHS boards on how to manage adverse events.

Rory has worked within the NHS in Scotland and for NHS England since completing an Allied Health Professions Degree in Prosthetics and Orthotics in 2010. In the subsequent years Rory has treated patients in the Mobility and Rehabilitation Service (MARS) at Woodend Hospital in Aberdeen, before moving to several Primary and Acute Care Commissioning roles around central London, during the implementation of the Lansley reforms, and the move from Primary Care Trusts, towards Clinical Commissioning Groups (CCGs).

In 2015 Rory returned to Scotland, and worked on decontamination documentation with NHS National Services Scotland (NSS) before joining healthcare Improvement Scotland in 2017 to work within the iHub primary care team, prior to joining the Quality Assurance and Regulation Directorate in 2018.

## ***Measuring What Really Matters: Developing Person-Centred Measures for Excellence in Care***

Hybrid session



### **Shaun Maher (Chair)**

Strategic Advisor for Person-Centred Care and Improvement,  
Scottish Government

Shaun Maher; Strategic Advisor for Person-Centred care and Improvement, Scottish Government Healthcare Quality and Improvement Directorate.

Shaun has worked in the NHS for more than 30 years across diverse healthcare settings spending most of his clinical career working as a specialist nurse in ICU. Over the past ten years he has held a variety of national improvement, education, and policy roles. He has a particular interest in person-centred approaches to improving quality.



**Ben Watson**

Senior Improvement Advisor,  
Healthcare Improvement Scotland

Ben has worked in the NHS for more than 10 years in a variety of non-clinical roles. Ben spent the previous 9 years in the Scottish Ambulance Service where he held range of roles in analytics and business intelligence, workforce planning and strategy implementation and improvement before joining Excellence in Care team as the Senior Improvement Advisor on the 1st of November 2021.

## Breakout Session 2: SPSP Programmes

### *SPSP Mental Health: Beyond the SPSP Mental Health Collaborative*

In-person session only



**Rachel King (Chair)**

Portfolio Lead,  
Healthcare Improvement Scotland

Rachel is currently the Portfolio Lead for the Mental Health Improvement Portfolio with Healthcare Improvement Scotland. She leads the multiple programmes of work in complexity which include a focus on patient safety through SPSP, early intervention in psychosis, personality disorder and mental health and substance use.

Rachel has worked in the mental health field for over 20 years, in statutory and third sectors, for local and national organisations. Her experience ranges from working with young people, as well as families and adults, in both community and in patient settings.

Rachel holds a Masters in Health Promotion, and has spent many years in both public health and strategic planning directorates, taking a person and community focused approach to system and service redesign. She has extensive experience in managing services and supports within mental health, in redesigning, commissioning, and focusing on experiential data and feedback to make changes to services.

Rachel is particularly interested in marginalisation, inequities and identities, and how these aspects of people's lives and communities have an impact on mental health, and people's access to and response and support from services. This is of interest in term of quality of care, and patient safety, as well as patient experience.



**Maria McAuley**

Senior Charge Nurse,  
NHS Dumfries and Galloway

Maria is the Senior Charge Nurse in Nithsdale Ward, Adult Acute Admissions, Midpark Hospital, Dumfries. She has worked in Adult Acute Admissions and IPCU throughout her career. She is an Early Clinical Careers Fellow and was part of the 2014 cohort. She also has an MSc Advancing Nursing Practice that she completed at the University of Edinburgh.

## *SPSP Acute Adult: Let's Talk Delirium: A Proactive Approach to Delirium and Managing Stress and Distress*

Hybrid Session

**Dr Hazel Miller**

Consultant Physician, Medicine for the Elderly,  
NHS Greater Glasgow and Clyde

A Glaswegian through and through, Hazel trained in the West of Scotland. She has been a consultant Geriatrician in Glasgow Royal Infirmary in the East End of the city for 10 years. Although the past few years have brought many challenges, Hazel still counts herself lucky to have such a fascinating job, working with her teams and patients brings the joy in work!

Hazel is passionate about improving care for people with Delirium and Dementia especially as they present in the acute hospital, Patient Centred Care and in looking after the morale of the workforce.

Joy outside of work comes from her family and friends, especially cooking for them, and spending as much time outside in the sun or close to water as possible.

**Erin Walker**

Practice Development Physiotherapist,  
NHS Greater Glasgow and Clyde

Since qualifying in 2004, Erin has spent her career working within Glasgow hospitals. For the last 11 years she has been a senior physio within Older Peoples Services at Glasgow Royal Infirmary. She is the current chairperson of the NHSGGC Active Wards special interest group which have been leading improvements to reduce sedentary behaviour and deconditioning within Acute Adult In-Patient services. She is currently undertaking a part-time secondment to NHSGGC Physiotherapy Practice Development

Team to continue to spread the Active Wards work board wide.

## *SPSP Primary Care: Achieving Diagnostic Excellence in Primary Care*

Hybrid Session



### **Belinda Robertson (Chair)**

Associate Director of Improvement,  
Healthcare Improvement Scotland

Belinda Robertson has more than 30 years of working across the private, public and third sectors before joining Healthcare Improvement Scotland in 2018. As the Associate Director of Improvement, Belinda applies her experience and knowledge to provide strategic leadership to developing and delivering a range of national improvement programmes across health and social care.

With a background spanning law, investment management, social care and latterly policy development and delivery within Scottish Government, Belinda brings a wide range of experience in leadership, change management, skills development, counselling and trauma recovery support and service improvement to her role and is totally committed to improving health and care outcomes for all people living in Scotland. Belinda has held a number of roles in the voluntary sector including being a children's panel member and trainer for over 20 years, chairperson of HomeStart East Lothian and a trustee of Girlguiding Scotland.



### **Professor Hardeep Singh**

Professor of Medicine,  
Center for Innovations in Quality, Effectiveness and Safety  
(IQuEst) based at the Michael E. DeBakey VA Medical Center  
and Baylor College of Medicine, Houston

Professor Hardeep Singh is a Professor of Medicine at the Center for Innovations in Quality, Effectiveness and Safety (IQuEst) based at the Michael E. DeBakey VA Medical Center and Baylor College of Medicine, Houston. He leads a portfolio of multidisciplinary patient safety research related to measurement and reduction of diagnostic errors in health care and improving the use health information technology. His research has informed several national and international patient safety initiatives and policy reports, including those by the US National Academy of Medicine, AHRQ, AMA, ACP, CDC, OECD and the WHO.

He serves as a nominated member of National Academies' Board of Health Care Services and is an elected Fellow of the American College of Medical Informatics for significant and sustained contributions to the field of biomedical informatics. His contributions include co-developing the "ONC SAFER Guides" which provide national recommendations for safe electronic health record use, co-chairing or participating on several national panels and workgroups on measuring and improving safety and developing pragmatic resources and tools to promote patient safety and diagnostic excellence in clinical practice.

He has received several prestigious awards for his pioneering work, including the Academy Health Alice S. Hersch New Investigator Award in 2012, the Presidential Early Career Award for Scientists and Engineers (PECASE) from President Obama in 2014, the VA Health System Impact Award in 2016 and the 2021 John M. Eisenberg Patient Safety and Quality Award for Individual Lifetime Achievement.

## *SPSP Paediatric Learning Session*

### *In-Person Session Only*

#### **Helen Bauld (Chair)**

Professional Health Advisor to Scottish Government,  
Scottish Government

Helen Bauld, RGN, RSCN currently holds the role of Professional Health Advisor to Scottish Government, Getting it Right for Every Child (GIRFEC) Team. She has played an integral part in the development of the refreshed GIRFEC policy guidance and provides advice on Paediatric nursing issues within the wider Children and Families Directorate within Scottish Government.

Helen has worked as a nurse in the NHS for over 40 years with a large part of her career dedicated to children's health in both hospital and community settings. She has had a wide and varied career to date and has vast experience in the development of new nursing roles and paediatric services. This includes having worked in a variety of settings, from a Paediatric Cardiac Unit to Liaison Health Visitor and Lead Nurse for Paediatrics. In her down time, Helen has worked for the Air Ambulance service – gaining her wings. She is a keen advocate of the Paediatric Patient Safety Programme since commencement and played a key role in the development of the National Paediatric Early Warning Score Chart with her health board being a pilot site.

Helen is the current Chair of the Strategic Nursing and Educationalist Nurses Group (SPENS) for Scotland and collaborates with the Royal College of Nursing. She also attends the Royal College of Paediatrics and Child Health (RCPCH) and is a trustee for Children's Health Scotland and The Craighalbert Centre.



#### **Joan Mackay**

Advanced Care Practitioner in Resuscitation and Clinical Risk,  
NHS Western Isles

Joan Mackay currently works as an Advanced Care Practitioner in Resuscitation and Clinical Risk within NHS Western Isles. She has been an adult trained nurse since Sept 2002. She spent 7 years working in Canniesburn Plastic Surgery Unit (2002 – 2009) and spent just under 2 years in Aberdeen Royal Infirmary working in Medical/Surgical wards (2009 – 2011).

She has been in Western Isles Hospital since January 2011. She spent several years in the only surgical ward (2011 – 2018) before

moving on to work in one of the medical wards for 1 year (2018 – 2019), then moving into clinical skills teaching from May 2019 and then becoming an ACP in Resuscitation and Clinical Risk from November 2021.

Joan trained at Glasgow Caledonian University 1999 – 2002, where she graduated with her Diploma of Higher Education in Nursing. She then went onto obtain her BSc in Health Studies with UWS in May 2003. She also holds a Pg Cert in Orthopaedic Care and currently is working on her Pg Cert in clinical teaching.



**Karen Jefferson**

Emergency Nurse Practitioner,  
NHS Western Isles

As a dual trained nurse in Paediatrics (RNC) and Adults (RNA, Bsc), Karen has been working as an Emergency Nurse Practitioner in the Western Isles Emergency Department in Stornoway since 2006.

Prior to this, she worked in the 6 bedded Children's bay in the Western Isles' Hospital for a few years. This included transferring children via air ambulance to Raigmore before the days of SCOTSTAR! Karen trained in Edinburgh 1994-1997 and secured a job in Ward 3, Burns/Plastics and Trauma Orthopaedics, before returning to the Island in 1999. As an instructor in EPALS, she enjoys sharing knowledge and skills with a variety of staff.