

# Implementing recommendations: shared insights to reduce claims in emergency medicine

## Speaker biographies

**Ian Adams**, Director of Policy, Strategy and Communications, *NHS Resolution*



Ian Adams is Director of Policy, Strategy and Communications at NHS Resolution, having joined the organisation in 2016, where he is also a member of the Senior Management Team. He previously led strategic communications and patient engagement across eight boroughs in North West London on behalf of the NHS, having joined Hillingdon PCT in 2010 as its inaugural Executive Director for communications and patient and public engagement. He has also held senior roles at The Pensions Regulator and Becta, following an earlier BBC career.

Ian is an experienced former local councillor and past Lord Mayor of Westminster, and is currently a trustee of Amnesty International UK, the Employers' Network for Equality and Inclusion, Age UK Westminster and Single Homeless Project - where he is Vice-Chair.

Ian is a Fellow of the Chartered Institute of Marketing, a Fellow of the Royal Society of Arts and a Leadership Fellow of St George's House, Windsor. He holds two degrees, including an Executive MBA awarded with Distinction from the University of Bradford; he is also an alumnus of Cranfield University's Business Directors' Programme.

**Kate Eisenstein**, Director of Strategy, *Parliamentary and Health Service Ombudsman*

Kate is Director of Strategy at the Parliamentary and Health Service Ombudsman (PHSO) – the independent public body responsible for putting things right when members of the public are failed by the NHS in England, UK Government departments, and their agencies.

Prior to joining PHSO in 2018, Kate was Special Policy Advisor to the CEO of the Care Quality Commission as well as leading strategic projects and partnerships. Kate has previously worked across healthcare, social care, and public health policy and strategy in the public sector and the third sector at both a local and national level.

Kate's professional interests include patient safety, culture and leadership, and equality and inclusion. She has extensive personal experience of using health and care services as someone living with multiple long-term conditions and as a carer for disabled adults in her family.





**Dr Denise Chaffer, Director of Safety and Learning, NHS Resolution**



Dr Denise Chaffer is a Registered Nurse and Midwife and currently holds the post of Director of Safety and Learning for the NHS Resolution (formally known as NHSLA)

She holds a PhD in health care leadership, a Master's degree in Management and Social Care, a BA (Hons) Education, plus a Higher Education Teaching qualification

She is a professional Clinical Nursing leader with many years' of board executive experience, has been an Executive Director of Nursing in two Acute Trusts, as well as a Director in a PCT commissioning organisation and was previously Director of Nursing for North West London Area Team at NHS England as well as being lead for patient safety across the London Region.

She has significant experience of working at international, national and regional level within acute and community settings, nursing, midwifery, education, and on major change and reconfiguration initiatives. She published a book in 2016; 'Effective Leadership, A Cure for the NHS ?' which draws on the personal experiences of a range senior health care leaders.

**Dr Alex Crowe, Deputy Director of Safety and Learning, NHS Resolution**

Dr Alex Crowe trained in medicine at St Thomas' Hospital, London. Dr Alex Crowe joined NHS Resolution in November 2021 as Deputy Director Clinical Incentives and Academic Partnerships, and became Deputy Director of Safety and Learning in October 2022. Prior to this, Alex was Executive Medical Director and Chief Clinical Information Officer at Warrington and Halton Teaching Hospitals NHS Foundation Trust (WHH). Alex joined WHH from Arrowe Park Hospital and Countess of Chester Hospitals where he was Consultant Nephrologist and Divisional Lead for Clinical Governance. He was also Renal Lead for Cheshire and Merseyside networks.



Alex has also worked as a Secondary Care Doctor in Manchester, involved in promoting Healthcare Devolution in Manchester. Alex is also medical appraiser for Responsible Officers/Medical Directors for NHS England.

He supports the Royal College of Physicians for a number of courses such as Clinical Director Workshops, Physicians as Educators, Mentoring, Appraisal and Revalidation and Leadership. Research interests include oxidative stress in haemodialysis.



**Dr Katherine Henderson**, Immediate Past President *RCEM*, Consultant in Emergency Medicine *St Thomas' Hospital*



Katherine has been an Emergency Medicine Consultant for over 20 years working as a consultant and Clinical Lead in a DGH and a large teaching hospital. She has an MSc in Health Care Risk Management. She has been involved for years in advocating for increased understanding of patient safety issues in the Emergency Department environment. The system lack of understanding means that risks continue unchecked and are getting greater as pressure increases. She was President of the Royal College of Emergency Medicine during the Covid pandemic.

**Dr Emma Redfern**, Consultant in Emergency Medicine, *University Hospitals Bristol and Weston NHS Trust*, Deputy Medical Director *NHSE SW*

Emma is a consultant in Emergency Medicine at the Bristol Royal Infirmary. She has had several roles in patient safety including Chair of the Royal College of Emergency Medicine Safer Care Committee, Academic Health Sciences Network and is a member of the CQC Emergency Medicine Specialist Advisors Panel.

Emma has been the interim Medical Director at UHBW and now is one of the Deputy Medical Directors at NHSE SW



**Dr Ron Daniels BEM**, Founder and CEO: *UK Sepsis Trust*, Vice President: *Global Sepsis Alliance*



Ron Daniels is an NHS Consultant in Intensive Care, based at University Hospitals Birmingham, U.K. He's also Chief Executive of the UK Sepsis Trust and Vice-President of the Global Sepsis Alliance. In 2016 he was awarded the British Empire Medal for services to patients.

Ron's expertise lies in translational medicine and leadership. He leads the team driving dissemination of the Sepsis 6 treatment pathway and is part of the team responsible for much of the policy and media engagement around sepsis in the U.K. and elsewhere, including as a core member of the team securing the adoption of the 2017 Resolution on Sepsis by the WHO.

At home, Ron's worked with the NHS over the last 7 years to ensure that, in England, more than 80% of patients presenting with suspected sepsis now receive appropriate antimicrobials rapidly. He's ever mindful of the perceived conflict, and the synergies and need for collaboration, with the antimicrobial stewardship agenda.



**Dr Robin Evans**, Clinical Director,  
*Everlight Radiology*



Dr Evans has over 10 years experience as a reporting consultant teleradiologist, Clinical Director and GMC Responsible Officer for Everlight Radiology. Everlight Radiology is an independent radiology reporting company providing emergency and routine services to multiple NHS trusts. He has also completed over 30 years as a Consultant Radiologist at Croydon Health Services NHS Trust and held various local and national roles including Radiology Clinical Lead, Clinical Director for Diagnostics and Clinical Support, Croydon Thoracic Imaging Lead, Chairman of the Southwest London Cancer Network Imaging Group, National Clinical Lead, Radiology Service Improvement (NHS Radiology Service Improvement team and NHS Institute) and a member of the National Imaging Board.

**Tim Shurlock**, Safety and Learning  
Lead (South), *NHS Resolution*

Tim qualified as a Chartered Physiotherapist in 2007. He spent ten years working in the NHS in acute hospitals, primary and community care. Most recently he worked at the nationally commissioned Bath Centre for Pain Services as a Clinical Specialist Physiotherapist.

Tim has experience in delivering a broad range of projects within NHS settings including new service design and delivery, transitioning electronic records systems and estates projects.



He has a strong interest in supporting professions in Continual Professional Development. He previously worked extensively to support undergraduate physiotherapy training and to manage the education service within a clinical specialist service. The latter involving the coordination of national and international speakers and site visitors.

The South West of England is a vast geographical region, with a diverse profile of members. Tim works closely with these members to identify trends and specific issues in their claims profile. He supports members to identify opportunities for learning and facilitates the sharing of this across the region. Tim has a specific interest in supporting trust staff in their experience of incidents and claims.





**Dr Tracy O'Regan**, Officer for clinical imaging and research, *The Society & College of Radiographers*



Tracy has been professional officer for clinical imaging & research at the society and college of radiographers (SCoR) for 6 years, prior to which she was a local radiography clinical tutor and advanced practitioner radiographer (emergency care), employed by the NHS for 24 years.

Tracy completed an MSc Advanced Practice Medical Imaging (Radiology) in 2008 and a Professional Doctorate in 2019, with a thesis titled *An Account of Silence in Diagnostic Radiography: A Cultural Quilt*. She is an advocate of qualitative and particularly creative research methods for healthcare.

Tracy represents SoR on a range of working parties, including supporting Public Health England and The King's Fund to develop an Allied Health Professions Framework to tackle health inequalities.

Tracy has a keen interest in the clinical uses of emerging technologies; she supports the SCoR Artificial Intelligence Advisory Group and serves as a steering committee member for the Science and Technology Facilities Council, Early Cancer Diagnosis + Network.

**Rabina Tindale**, Chief Nurse and Director of Infection Prevention  
*Wrightington, Wigan and Leigh NHS Foundation Trust*

Rabina has been the Executive Chief Nurse and Director Prevention and Control of Infection for the Wrightington, Wigan and Leigh Teaching Hospitals NHS Foundation Trust (WWL) since February 2021. Prior to this she was Deputy Chief Nurse University College London Hospitals for 4 years and Associate Chief Nurse Quality and Safety 2 years. She has held senior nursing leadership roles with NHS Foundation Trust for the past 14 years. Her nursing specialism is emergency nursing.

Rabina is also responsible for Clinical Leadership and Clinical Team Development within WWL. She is the vice chair of the Royal College of Nursing, Nurses in Management and Leadership Forum Steering Committee. She has previously held the position of Chair for the Royal College of Nursing Emergency Care Association Forum, as well as being a member of the Editorial Board of the professional journal *Emergency Nurse*.

She is experienced in driving strategic initiatives that are innovative, embrace change and shape policy, particularly in relation to the continuous improvement of clinical standards and safety performance. She has a keen interest in Human Factors and After-Action Review methodology which she uses extensively in improving patient safety and reducing harm.

Rabina gained her nursing qualification at the Harrogate School of Nursing in 1990 And has since obtained dual registration and is also a Registered Sick Children's Nurse





**Charlotte Roberts**, Emergency Department Senior Sister, *Blackpool Teaching Hospitals*



I am currently a Senior Sister in Blackpool's Emergency Department, I have worked here for 6 years prior to this I was a staff nurse on a medical ward within the organisation. I took the lead of quality improvement in the ED in 2021 after completing the trust Clinical Quality Academy. I know have working hours with the trust QI team, and specific time in my job plan for QI in the Department.

**Dr Samuel Guest**, Deputy Head Of Department  
Emergency Department  
*Blackpool Teaching Hospitals Foundation Trust*

Qualified from Liverpool University in 2001 and has worked in the North West since then apart from an 18 month adventure in Queensland Australia.

Entered Higher Specialist with MMC before leaving in February 2013 to take up his current post.

He has been the QI lead for the ED for 2 years and worked in collaboratives with NWAS and LSCFT as well as projects within the Trust



**Professor Tim Briggs CBE**, Chair of *GIRFT* and *NHS England* National Director for *Clinical Improvement and Elective Recovery*

Chair and National Lead of the *Veterans Covenant Healthcare Alliance (VCHA)* and *Honorary Colonel of 202 (Midlands) Field Hospital RAMC*



Tim is a consultant orthopaedic surgeon and was appointed National Director for Clinical Improvement and Elective Recovery for NHS England in November 2022. He is Chair of the GIRFT programme and leads the roll out of GIRFT methodology across all surgical and medical specialties.

Tim was appointed to the Royal National Orthopaedic Hospital as a consultant in 1992. His specialist interests are in orthopaedic oncology as well as surgery to the hip and knee. He was medical director at the RNOH for 15 years, ensuring a re-build, and was president of the British Orthopaedic Association in 2014.

He is also chair and national lead of the Veterans Covenant Healthcare Alliance (VCHA) and Honorary Colonel of 202 (Midlands) Field Hospital RAMC.

He was made a Commander of the Most Excellent Order of the British Empire (CBE) in the 2018 New Year's Honours List for services to the surgical profession.

**Dr Chris Moulton**, Clinical Lead for GIRFT for  
Emergency Medicine *NHS England*

Dr Chris Moulton has been a Consultant at the Royal Bolton Hospital for over 28 years. He was the Vice-President of the Royal College of Emergency Medicine for six years (from 2013 to 2019) and is now the National Clinical Lead for the GIRFT for Emergency Medicine programme at NHS England. Chris is also the designer and the current guardian of the Summary Emergency Department Indicator Table (SEDIT).

**Dr Sue Greenhalgh OBE**, Clinical Fellow  
MMU, Consultant Physiotherapist, *Bolton  
NHS Foundation Trust*

Sue is a Fellow of the Chartered Society of Physiotherapy and a Clinical Fellow at Manchester Metropolitan University. She has been a Consultant Physiotherapist for 20 years during which time she gained her PhD by Professional Practice. Sue has had a special interest in complex spinal patients for many years. Within her Consultant role Sue has researched many aspects of serious pathology of the spine particularly relating to identifying serious conditions early and this work is on-going. As a consequence of her work Sue has a number of publications including three books which have been identified as influencing practice worldwide. In 2019, she was awarded the Most Excellent Order of the British Empire for services to Physiotherapy.

**Rose-Anna Lidiard**, Deputy Director of Technical Claims,  
*NHS Resolution*

Rose-Anna Lidiard is a clinical negligence claims specialist with over 15 years' experience in both claimant and defendant settings. She trained as a solicitor at a leading claimant law firm and latterly focussed on high value complex cases. Following the switch to Defendant work upon joining NHS Resolution 10 years ago, Rose-Anna developed multiple specialisms including birth injuries, group litigation and fraud.

During the critical Covid period, Rose-Anna was seconded to the Department of Health and Social Care to spearhead the development of an innovative scheme for community pharmacy indemnity which contributed significantly to the efficient roll-out of Covid vaccinations, and to advise on Covid indemnity policy more generally. Upon her return in 2021 she took over leadership of the Technical Claims Unit from the retiring Heads and was appointed earlier this year to the newly established position of Deputy Technical Claims Director, overseeing the work of both the Technical Claims Unit and the Claims Intervention Team and supporting the wider Claims directorate.