

NHS Resolution Journey to improvement webinar: engaging patients, families and staff in the improvement of NHS services

Speaker biographies

Wednesday 16 July 2025

Megan Bidder, Director of Safety and Learning, NHS Resolution



As the Director of Safety and Learning for NHS Resolution, Megan leads on improving safety, reducing harm and learning from claims. She is responsible for the delivery of two key maternity programmes – the Maternity Incentive Scheme and the Early Notification Scheme – as well as sharing claims data and insights as a catalyst for improvement across the entire patient safety landscape. Megan joined NHS Resolution from the Department of Health and Social Care (DHSC), where as Deputy Director Adult Social Care between 2021-2023 she led a programme of policy improvements in adult social care.

Megan has 14 years of experience at the interface of health and social policy making, starting her career via the Civil Service Fast Stream in 2010. She has worked in a number of government departments, including leading substantial policy improvement programmes as a Senior Civil Servant in Department for Education, Department of Environment and Department of Health. She has expertise in health policy, with a particular focus on children's health and maternity.

Chair

Caroline Latham-Parker, Safety and Learning Lead – South, NHS Resolution



Caroline Latham-Parker is a registered Midwife with academic attainment in Adult Nursing, Midwifery and Health Visiting. She has extensive clinical experience from both Midwifery and Health Visiting, working in both acute and community settings.

Caroline has experience of leadership at team, service and system level with significant management of change for clinically facing staff, team leaders and clinical leads.

During the last six years Caroline has used her clinical expertise and leadership skills to develop and monitor quality assurance. She has supported the quality improvement of healthcare services at Clinical Commissioning Group (CCG), Integrated Care System (ICS) and at regional level. In her most recent academic achievement, an MSc in Healthcare Leadership via the NHS Leadership Academy, Caroline's interest focused on leadership behaviours, particularly the 'trust' required within leadership and the impact on team effectiveness to assure patient safety at a system level. Caroline commenced her role as an Associate Safety & Learning Lead in December 2022 and is committed to supporting Trusts with learning from claims underpinned by a safety culture and prioritising improvement to have the greatest impact on improving patient safety.

Informed consent, communication and culture within a maternity unit

Trudie Roberts and Clare Gray, Royal Cornwall Hospitals NHS Trust



Trudie Roberts is the Interim Dep DOM at RCHT. Trudie has over 40 years' experience in acute NHS roles (35 years in maternity) and has worked in all areas of Maternity. Her passion lies in governance, improvement and family journeys.



Clare is the Interim Governance Matron and has worked in all areas of midwifery. Clare has been a midwife for 18yrs, training in Cambridge and working there as both a delivery suite coordinator and birth centre manager. Clare has also worked as a midwife in a large maternity hospital in Spain, experiencing the European maternity system. She moved to Cornwall in 2016 and has specialised in patient safety since. Her passion lies in having honest conversations and a good safety culture to support patient safety learning and improvements.

Engaging with families and listening to feedback to inform improvements to Early Notification Scheme

Elizabeth Pells, Early Notification Family Liaison and Mediation Lead, NHS Resolution



Elizabeth is the Early Notification (EN) Family Liaison and Mediation Lead at NHS Resolution, where she leads efforts to enhance family engagement within the EN Scheme. With a professional background in midwifery, qualifying in 2002 and extensive experience in clinical, educational, patient safety and leadership roles, Elizabeth brings a unique blend of compassion, clarity, and strategic insight to her work. She is dedicated to improving how NHS Resolution communicates with families following adverse maternity events - developing inclusive, trauma-informed resources and advocating for equitable, person-centred care. Her initiatives include multilingual communication templates,

peer-informed support pathways, and proactive feedback mechanisms that reflect the voices of families.

Elizabeth collaborates closely with clinical, legal, and research teams, including partnerships with external stakeholders, to ensure that family perspectives shape service improvement. She also contributes to national webinars and conferences, sharing her unique insights and expertise.

Her leadership is marked by a thoughtful balance of strategic planning and heartfelt advocacy, making her a trusted voice in the ongoing effort to deliver safer, more inclusive maternity care.

PEEPS: HIE awareness and support

Sarah Land, Co-Founder and Charity Manager.... and mum to Heidi-PEEPS



Along with her husband Steve (and thanks to the support of friends and family) she set up the charity to support others affected by HIE (Hypoxic-Ischaemic Encephalopathy). The name “Peeps” actually comes from a nickname a friend gave Heidi when she was a baby, “Heidi-Peeps”. Sarah wanted a friendly feel to the charity name, and a link to Heidi, the driving force behind everything she does.”

You said, we did – Gateshead and beyond

Karen Parker, Associate Director of Midwifery/SCBU and Claire Cameron, Matron for Acute, Maternity Services, Gateshead Health NHS Foundation Trust



Karen Parker - I have been a midwife for almost 25 years with experience in a wide variety of clinical settings. I have specialised in maternity patient safety for over 10 years in acute maternity care providers, the North East and North Cumbria (NENC) and Northern England maternity systems, and as the National Maternity and Neonatal Patient Safety Advisor at NHS Improvement.

I am currently the Associate Director of Midwifery and SCBU at Gateshead Health NHS Foundation Trust. I am the midwifery lead for the Health Innovation NENC MatNeoSIP Programme and I chair the NENC Perinatal

Patient Safety Learning Network and Place of Birth meetings.

I was appointed as a system leader representative on the NHS England Maternity and Neonatal Stakeholder Council. I am passionate about supporting multidisciplinary teams to develop and maintain a patient safety culture that is built on high quality care standards, which prevents avoidable harm and deaths by using evidence-based best practice, lessons learned and robust data to identify themes and areas for ongoing improvement. I have led Gateshead Health NHS Foundation Trust to achieve a “good” CQC rating, year-on-year compliance with the Maternity Incentive Scheme and ongoing quality, safety and service improvements to meet the recommendations of the Ockenden reports, and a rating of 1st in the country in the 2024 CQC Patient Experience Survey.



Claire Cameron - I qualified as a midwife 23 years ago with experience in numerous senior clinical positions including labour ward coordinator and risk management midwife. In 2010, I undertook a PgDip in medical ultrasound and commenced a dual role as midwife sonographer and pregnancy assessment unit manager, and I am currently Matron for acute maternity services at Gateshead health. During 2024 I undertook a 12-month secondment with NHS Resolution as the National Midwifery Clinical fellow on the Early Notification scheme.

I have also recently completed a MSc in Global Leadership and management in healthcare. I am particularly passionate about the relationship between compassionate leadership, psychologically safe organisational cultures and improved clinical outcomes for mothers and babies.

Duty of Candour and consent

Ingrid Henderson, Associate Safety and Learning Lead – London and South, NHS Resolution



Ingrid qualified with a degree in nursing in 1992 and worked in a high-dependency cardiothoracic unit in South London for a year before moving to the West country and starting her midwifery career, qualifying as a midwife in 1995. She has worked in all areas of midwifery, both acute and community. Ingrid led an acute trust with four standalone birth centers and a neonatal unit through the UNICEF baby friendly initiative programme to full accreditation. Ingrid qualified as an international board-certified lactation consultant and led on infant feeding, tongue tie service

and peer support service for over 6 years before taking up the role as senior midwife in charge of a community midwifery team. She was an occasional lecturer at the University West of England in infant feeding. Ingrid undertook a master's in risk management in health and social care with Bangor University which spurred her interest in patient safety and governance.

She moved formally into a governance role in 2017 and has continued in this field since, leading on safety and quality improvement. Ingrid managed a women's service governance team for 5 years leading on NHSR maternity incentive scheme years 1-4, response to Ockenden and subsequent national enquiries and working as an expert patient safety investigator within the old Serious Incident and new PSIRF framework. Ingrid has worked with NHSR since July 2023 firstly in the Early Notification Team as a midwifery fellow, and more recently with the Safety and Learning Team. She is passionate about improving the culture people work within to support staff to give the best care and won an award for improved culture whilst in her governance post.

Summary and close

Laura Dynan, Deputy Head of Early Notification Team (clinical), NHS Resolution



Laura worked as an adult trauma orthopaedic nurse before qualifying as a midwife in 2009. She has worked across all areas of midwifery, most notably as a senior midwife on Labour ward, with a specialist focus on complex pregnancies and high-risk care

Since 2020, Laura has concentrated on patient safety, serving most recently as Perinatal Quality and Safety Lead Midwife. Her leadership experience spans both clinical and clinical risk management roles, giving

her deep insight into the challenges faced by clinicians, assurance teams, and senior service leaders. Since joining NHSR, she has developed further insights into the unique issues encountered at local, regional, and national levels

Laura is deeply passionate about recognising and seizing opportunities to share data and insights that promote learning, with the goal of driving improvements in maternity and neonatal services. Her commitment is rooted in the belief that collaborative knowledge-sharing is essential for advancing the safety and quality of care.