**Mentor Biographies**

**Katie Whittle, (RN) AQ Sepsis Focus Area Lead- AQuA**

Katie is a Registered Nurse and joined the Advancing Quality team in February 2016. Her background is Critical Care Nursing and Specialist Nurse in Organ Donation. Katie has nursed in the NHS for over 20 years. She is experienced in service development, culture change and advanced communication skills training. Katie is patient focused and passionate about the delivery of high quality care.

**John Hopkins, CEO Medepad**

John Hopkins has been a director of a number of companies involved with the development and delivery of Health Care software for 30 years.  This has been mainly focused on Community, Child Health and Mental Health.  For the last four years John has been CEO of a company developing early warning scoring software to alert staff to deterioration of patient in a timely way and ensure appropriate action is taken. The focus has been to delivery software that is intuitive and easy to use by staff but also easy enough to be used by patients and carers out in the community allowing relevant clinical information to be passed back securely to the clinical support team.

John has always been an integral part and champion of the development of the user experience and interface as I believe this is the key to the success of any product.

**Ann Williams, Liverpool City Council**

Ann is a Commissioning and Contracts manager of Adult Social services at Liverpool City Council.  Part of that role is as the innovation network lead which looks at innovative ways of delivering care against a decreasing budget and increasing needs.  Previously Ann has been in Citizen Advice Bureau management for 19 years at both local bureau and regional level.  Ann has always been driven by a strong sense of social justice and working with the most marginalised in society heightens my awareness of inequalities in society especially with the current financial challenges to household and public budgets.

Through her passion about improving the quality and equity of public services Ann is also a member of Food Standards Agency (FSA) Social Science Research Committee and a member of the Campylobacter group at the FSA. Ann is a lay member of the Liverpool Central Local Research Ethics Committee.

**James Carghill, Consultant Medical Microbiologist, Alder Hey Children’s NHS Foundation Trust**

James is a Consultant Medical Microbiologist having trained in Manchester, Cambridge, Leeds and Dundee, with a PhD in molecular microbiology. James’ clinical interests include cystic fibrosis and critical care microbiology, and non-clinically in environmental reservoirs of antibiotic resistance in hospitals. James leads the microbiology department at Alder Hey Children’s Hospital, where they are currently evaluating new tests for the rapid screening of blood cultures in the laboratory.

**Neal Jones, Assistant Director of Patient Safety (Human Factors), Royal Liverpool & Broadgreen University Hospitals NHS Trust**

Neal is a Nurse, Educationalist and Human Factors specialist. Neal specialised as an intensive care nurse until 2001, leaving clinical practice to move into clinical education.

Neal was one of the pioneers of UK high fidelity patient simulation, purchasing his first simulator in 2001 before moving on to set up the regional centre for patient simulation in 2004. Neal was trained as a Human Factors instructor in 2004 under a British aviation company, and spent the next 7 years delivering simulation based education, underpinned by the principles of Human Factors, to healthcare teams from across the Northwest of England.   
Neal was the President of the National Association of Medical Simulators (NAMS) and went on to lead the merger between NAMS and the clinical skills network to form the Association of Simulated Practice in Healthcare (ASPiH). In 2011 Neal was appointed as the Head of Medical/Clinical Education at a Northwest Teaching Hospital, and finally in 2014 having embedded both Human Factors education and Human Factors based safe system re-design across his employing Trust, Neal was appointed as the Assistant Director of Safety and Governance. Neal has published on both education and patient safety and regularly speaks and local and national conferences.

Neal’s Human Factors approach to patient safety has reduced harm across multiple safety domains including:  
- Never events  
- Theatre Error (pre/peri and post-operative)  
- Patient Falls  
- Hospital Acquired Thrombosis  
- Medication/Prescribing errors

Neal sits as the lead Nurse on the Mersey Human factors group, and acts as an AQUA associate co-designing and delivering AQUA’s human factors in healthcare programs.

In 2015 Neal was a finalist in the National Patient Safety awards for his work utilising Human Factors based safe system re-design to eliminate surgical never events.

**Carmel McBride, Head of Commercial Development, Warrington & Halton Hospitals NHS Foundation Trust**

Carmel's extensive business experience includes significant project management for a global organisation involving the centralisation of business services.  Carmel joined the NHS over 16 years ago as project manager in primary care for what was then the Modernisation Agency, she then worked across the SHA as a Senior Manager managing Emergency responses to serious incidents, winter pressures and discrete projects, including the regional response to injured personal  from Iraq and the fuel crisis.  Moving into the Acute Provider network Carmel was an Assistant Director of Operations and was then asked to Head up Service Development, Business & Emergency Planning including the Strategic redevelopment of a major hospital rebuild.  Now located in Warrington Hospital Carmel Heads up the Commercial Development Team and manages tenders, bids, and business developments.

**Andrea Winders, Local Entrepreneur & Former Director Sunderland Council**

A serial entrepreneur, with the ability to always see the opportunity or potential, most recently working in Sunderland, as an Executive Director of Enterprise for the City (an entrepreneur in residence). While in Sunderland Andrea worked with many organisations, including Digital Catapult, central government, universities, developers, builders and engineering (Nissan and supply chain) to create and develop a new feel for the city, to attract and retain young talented people. In the past built and sold two companies, then developed Pink Ladies, which was certainly an experience. Prior to this time, Andrea had a long sales career, in the UK and Europe, culminating in a sales directorship within a major UK company. Since leaving Sunderland Andrea is creating a new company – Urban Disruptors, with the goal of shaking up the present thinking on town and city identities, and building for the future.

**Ryan Butland, Enhance Carer - Learning Disability Sector/Digital Presentation Expert**

Ryan is currently a carer in a home caring for young adults with learning disabilities. His daily activities include enabling citizenship by transforming their lives through personal empowerment. Daily challenges include effective communication and early identification and intervention of any deterioration of the clients. The accommodation consists of 20 independent flats promoting independent living.

In his personal time Ryan enjoys photography, videography, webpage design and a variety of digital communications (including various forms of social media).

**Sue Hooton, OBE, MA Prof Ed, BSc (Hons), Nursing, RN, RSCN, Prof of Nursing & Quality Improvement, University of Chester, IHI Improvement Advisor**

Sue has over 30 years experience in the NHS working in clinical practice as a children’s nurse, higher education, and professional registration. Recent positions include Assistant Director of Governance at 5 Boroughs Partnership NHS Foundation Trust and NMC National Council Member (2013).

Sue was awarded a Florence Nightingale Leadership Scholarship in 2010 which enables her to study at IHI in Boston to complete the nine month Improvement Advisor Programme and then worked at the NHS Advancing Quality Alliance (AQuA) where she wrote and led the Advanced Improvement Practitioners programme until 2015.

Sue now works part-time at the University of Chester where she is developing a quality improvement strategy for students studying on health and social care programmes, which includes collaboration with a range of live improvement projects.

**Julie Carman, Lead Volunteer UK Sepsis Trust**

**Julie**was an NHS manager, who until her retirement in 2011, worked for a Primary Care Trust in the North West of England.  Julie won National awards for her work associated with accident prevention in primary care and contributed to the PCT’s patient safety agenda by acting as a Patient Safety Champion between 2009 and 2011.

In 2008 Julie was involved in a road traffic accident whilst on a cycling holiday and sustained multiple injuries.  She began to recover well from the initial accident but became suddenly unwell at home one weekend.  Her subsequent care, including two emergency admissions to hospital, is the subject of the film “Julie’s Story” which was made by patientstories.org in early 2011.

Julie describes the film as her way of “constructively complaining” about system errors and failings that led to care that was clinically ineffective, unsafe and a poor experience for her and her family.  Julie has spoken about the experience of making the film at the Patient Safety Congress in 2011.

Julie is now a Lead Volunteer with UK Sepsis Trust and works hard to improve awareness of sepsis with Health Professionals and the general public. She also raises funds for the charity, these funds being used to provide resources to improve education around sepsis, how it can be recognised and treated promptly leading to better outcomes for patients, their families and the teams involved in their care.

**Rosemary Kay –RLK Partnerships Limited**

Rosemary is a Senior manager with practical experience in all business functions, now specialising in business development consultancy. Rosemary started her career as a programmer and spent 18 years with Marconi Secure Systems in the design, development and manufacture of high grade encryption products. Rosemary has cross sector experience gained over 18 years in the corporate private sector, followed by eleven years working with a wide range of small private businesses, social enterprises and community based organisations. Experience has been complemented by continuing professional development through the Open University as an Associate Lecturer in entrepreneurship.

Rosemary Currently runs RLK Partnerships Limited, now in the tenth year of successful trading. Over the past few years we have supported Care Homes, Domiciliary Care Providers and a wider range of community organisations delivering health and wellbeing programmes. We have delivered support programmes for Liverpool City Council and NHS Liverpool Clinical Commissioning Group.

Rosemary is also a director of the Liverpool City Region eHealth Cluster Ltd. Over the past two years Rosemary has developed the cluster, bringing together technology, health and social care sectors to provide a stimulus to the growth and success of the region by joining up developers, commissioners, suppliers, and service providers in a structured and impartial way

**Dave Burrows, Damibu**

Dave is at heart a programmer and has been playing with computers all his life. He’s had two careers – 20 years development computer games and then for the last five years founding and running Damibu. Damibu is a Liverpool based mobile app and technology development company that concentrates on the Health and Public sector projects. At present they’re developing projects with Alder Hey, Liverpool CCG, Cheshire East Council, Eastern Cheshire CCG, Southern Cheshire CCG, South Cheshire CCG and EIT Health. They continue to develop the My House of memories Dementai activity app for National Museums Liverpool and Cheshire East’s Common Approach to Children’s Health (CATCH) app. Dave is also a member of Liverpool City Region’s Health and Life Science Board whose aim is sector growth within the area.

**Richard Harding - Assistant Programme Manager – Commercial, Innovation Agency**

Richard is a Commercial Programme Manager at the Innovation Agency.. Richard is leading on the Elderley-oriented, Networked-based Service Aimed at independent life(ENSAFE) to design, build and test a new telehealthcare solution. He is also supporting Dr Bryan Griffiths in the Business Assist Programme with SME"s across Liverpool City Region, Cheshire and Lancashire.

Previously, Richard was the Telecare Lead for Liverpool City Region and Halton Borough Council building a Technology Enabled Living Mapping Tool for the region. He also ran a video calling pilot with an SME to tackle loneliness and audited telecare to ensure TSA compliance. He has assessed, installed, call handled, responded to alarms and diagnosed faults in Telecare for a Local Authority.

Richard has worked in Social Care teams and ran an SME. He has a BA(hons) in Economics and an MSc in Assistive Technology. He is currently working on a PhD in "How you get from innovation to invoice in a way that isn"t wasteful to the NHS and Local Authorities".

**Jeff Burrows, Assistant Director of Human Factors, Aintree University Hospitals NHS Foundation Trust, Freedon to Speak Up Guardian, AQuA Associate and Advanced Improvement Practitioner,Lecturere in the Post Graduate School of Medicine, University of Liverpool**

Jeff is a registered nurse, with over 20 years of experience in healthcare and clinical education. In 2010, he became manager of the HEENW Centre for Simulation and Patient Safety, specialising in the delivery of team based training, focusing on human factors and non-technical skills. Here he developed a special interest in organisational risk and in 2015 he was appointed as Assistant Director of Human Factors at Aintree University Hospital. Jeff has since gone on to develop post graduate training in human factors in healthcare at the University of Liverpool, where he is a lecturer in the post graduate school of medicine. He has also been working closely with the Advancing Quality Alliance (AQuA) to develop their portfolio of human factors programmes, which are currently being delivered across the North West of England.

### Sam Doddridge, Advancing Quality Focus Area Lead

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Sam joined the Advancing Quality (AQ) team on a full time basis as a focus area lead in July 2014. Prior to this, Sam held a dual role between the AQ team and St Helens and Knowsley Teaching Hospitals NHS Trust. As part of this role Sam managed various projects including National Joint Registry (NJR), National Hip Fracture Database (NHFD), Stroke Improvement National Audit Programme (SINAP), Patient Reported Outcome Measures (PROMs) as well as managing the Trust’s participation in the AQ programme. Sam has worked in the NHS for 16 years since graduating from University initially in cardiology related roles.

Sam’s main aim within the AQ Programme is to support Trusts to implement AQ measures locally and drive improvement in standards of care delivery.

**John Lovegrove C.ErgHF EurErg - Principal Consultant, Canary Designs**

John Lovegrove studied ergonomics at Loughborough University between 1996 and 2000. John has been practicing ergonomics/human factors for the last 16 years, across multiple industries. John is a human factors integration manager, Ergonomist, Expert Witness, guest lecturer/ tutor and regional co-ordinator for the Chartered Institute of Ergonomics and human factors.