

Speaker Biographies

Speaker	Biography	
	<p>Dr Paul Baughan GP National Clinical Lead Healthcare Improvement Scotland</p> <p>Chair and lead for Continuity of Care Breakout session.</p>	<p>Paul has spent 25 years working in General Practice and is Clinical Lead with NHS Forth Valley. He has also held roles as the West of Scotland Primary Care Cancer Lead and Chair of Scottish Primary Care Cancer Group, HIS Clinical Lead for Palliative Care, Professional Adviser to CMO, Scottish Government for Ageing and Health.</p> <p>His interests include multidisciplinary team working, supporting healthy ageing, future care planning, frailty and palliative care, curling, hillwalking, running and cycling.</p>
	<p>Belinda Robertson Associate Director of Improvement Support</p> <p>PCPIP findings</p>	<p>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.</p> <p>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.</p>

	<p>Melissa Dowdeswell Director of Nursing and Integrated Care</p>	<p>Melissa has extensive experience in senior executive nursing and operational leadership roles across a range of complex healthcare organisations. She has held Director-level positions responsible for clinical governance, quality, and safety improvement, leading large-scale transformation and cultural change programmes to enhance patient outcomes and staff wellbeing.</p>
	<p>April Masson Portfolio Lead Primary Care</p> <p>Leading on: PCPIP QI journey and panel: Learning from demo sites and Future plans for HIS primary care</p>	<p>Melissa has worked across multiple types of health and care systems, with a particular focus on strengthening regulatory compliance, driving improvement, developing workforce transformation strategies, and implementing data-driven approaches to optimise performance and care quality.</p> <p>Melissa is passionate about high-quality, compassionate care and is committed to building inclusive, resilient teams that deliver excellence across health and care services.</p> <p>Since moving to Scotland from the US permanently in 1995 I have worked in health and healthcare improvement roles in local and national boards and local and national government, as well as the voluntary sector.</p> <p>I am passionate about leading and supporting compassionate, accountable cultures that drive measurable outcomes whilst maintaining organisational resilience and staff wellbeing.</p>

QI journey and panel members: Learning from demo sites



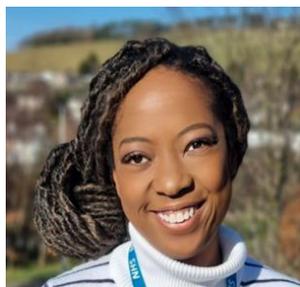
Hazel Garven
Lead Pharmacist,
Primary Care

NHS Lothian
Edinburgh Health and
Social Care Partnership

Testing changes

Prescribing Support Pharmacist Pan Lothian 2010-2017
Advanced Clinical Pharmacy (South-west Edinburgh) 2017-2021
Lead Pharmacist, Primary Care 2021-Present

NHS Lothian Representative at Scottish Practice Pharmacy & Prescribing Advisers (SP3A) Executive Group
MSc Leadership in Healthcare
Postgraduate Diploma Clinical Pharmacy
Interests: Workforce, Pharmacotherapy Hub Development, Digital Innovation, Pharmacy Technician Development, ERD Placements.



Cathy Wilson
General Manager,
Primary and Community
Services
NHS Borders

Creating the Conditions

Cathy Wilson is the General Manager for Primary & Community Services at NHS Borders. She has served as the Senior Responsible Officer and Executive Chair for the Primary Care Improvement Plan (PCIP) since 2021. In her role, Cathy provides senior leadership for system-wide transformation across primary and community care.

She has led the design and delivery of several Scottish Government-funded initiatives, including Hospital at Home, Urgent Community Pathways, and workforce redesign programmes. Her work is defined by a strong focus on improving flow, strengthening multidisciplinary teamworking, and shifting care closer to home.

	<p>Karin Mathie Improvement Advisor NHS Ayrshire and Arran</p> <p>Implementation</p>	<p>Karin brings over two decades of expertise in Quality Improvement, with a career defined by her commitment to strengthening systems, supporting teams, and improving outcomes across health and social care. She has worked across a range of healthcare environments, including unscheduled care, medical education, and community nursing, bringing a rich breadth of operational and practical insight to her improvement work.</p> <p>For the past 18 months, she has played a pivotal role in the Primary Care Phased Investment Programme (PCPIP) within NHS Ayrshire & Arran. In this role, Karin has provided strategic QI leadership and delivered practical education and coaching to the CTAC and Pharmacotherapy Teams, helping build capability, consistency, and confidence across the workforce.</p>
	<p>Dr Deepa Shah GP NHS Shetland</p> <p>Understanding the system and Continuity of Care</p>	<p>Deepa has spent 15 years working in General Practice, initially in London before moving to Shetland 5 years ago. She is a GP with NHS Shetland and the Associate Medical Director for Primary Care there. She co-leads the local North-East Scotland Greener Practice Group and believes in creating healthcare systems that reduce health inequalities. Deepa is a director for <u>Bigton Collective</u>, a social enterprise promoting arts, health and well-being, enjoys being outdoors and crafting.</p>

Health equity: building on PCPIP



Peter Cawston

GP Advisor Health Inequalities, Clinical Faculty, HIS PCIP

Peter worked as a GP in Drumchapel, Glasgow for 25 years. He now supports Deep End GP practices in Glasgow as a sessional GP and works with remote and rural GP practices through the Joy GP scheme.

He is a health inequalities advisor with the Healthcare Improvement Scotland primary care clinical faculty, as well as a Poverty & Inequalities Commissioner and clinical advisor to the Scottish Government Inclusion Health Action in General Practice programme.

Peter was the lead clinician on the Deep End Community Link Worker pilot and was one of the founder members of the Scottish GPs at the Deep End. Throughout his career Peter has been passionate about poverty and health inequalities, and about individuals and communities having greater control over those issues which impact on their health.



Dr Marianne McCallum

GP Advisor Health Inequalities, Clinical Faculty, HIS PCIP

Marianne is a General Practitioner and Clinical Academic Fellow based at General Practice and Primary Care. Her research focuses on how Primary Care can reduce health inequalities (particularly in the context of multiple long-term conditions) and exploring engaging local communities to design potential solutions.

Marianne continues to practice as a GP and is the academic co-lead for the Deep End Scotland group, which represents GPs working in the most socio-economically deprived practices in Scotland.

Continuity of care breakout session – led by Paul Baughan

<p>Dr Paul Baughan GP National Clinical Lead, Healthcare Improvement Scotland</p>	<p><i>Details above.</i></p>
	<p>Rachel Fraser GP, NHS Ayrshire & Arran</p> <p>Rachel has been a GP in Largs, North Ayrshire for 20 years, having also completed her GP training there. She is Chair of the Ayrshire and Arran LMC and GP Sub Committee, is a member of the Scottish General Practitioners Committee (SGPC) and recently became Deputy Chair of the Scottish LMC Conference.</p> <p>Rachel has been closely involved in the implementation of the 2018 GP contract across Ayrshire & Arran, including work on the PCPIP.</p> <p>Her professional interests include women's health and medical politics. Outside of work, she enjoys the outdoors, particularly stand up paddleboarding and has recently taken up golf.</p>
	<p>Dr Robert Duncan GP, NHS Borders</p> <p>I have been a GP Partner in the Scottish Borders for the past 18 years; I am the current chair of the Local Medical and GP Subcommittee in NHS Borders and have been involved with the Borders PCIP in that capacity.</p> <p>I have previously completed the Scottish Quality & Safety Fellowship, previously been joint lead for the Scottish Improvement Foundation Skills course for GP's, have been past chair of the South-East Scotland RCGP faculty and I am currently a medical officer in the Army Reserves.</p>

<p>Dr Deepa Shah GP, NHS Shetland</p>	<p><i>Details under QI journey and panel members: Learning from demo sites.</i></p>
<p>Dr Jane Marshall GP, NHS Lothian</p>	<p>Jane studied medicine at Southampton University moving to Edinburgh after losing her way in the Bermuda Triangle. She has worked as a GP Locum, salaried GP, GP with a special interest (chronic pain, substance misuse and Blood Borne Virus) and GP partner/ sole trader.</p> <p>She has held a variety of leadership roles including joint lead of Headroom and Clinical Lead for the HSCP. Clinical interests include digital care, refugee care and Primary Care transformation. The youngest 2 of her 4 children recently left home this autumn: time regained from previous taxi-of Mum and food provider duties has been recycled into cold water swimming, playing netball, completing an MSc in Digital Health Interventions and breathing new life into sash and case windows.</p>
<p>Pharmacotherapy break out session – led by Lois Gault</p>	
	<p>Lois Gault Advanced Pharmacist (Primary Care) Clinical Lead, Pharmacy, PCPIP Healthcare Improvement Scotland</p> <p>Leading on Pharmacotherapy session</p> <p>Lois is based Northeast Health and Social Care Partnership, NHS GGC. She is an Advanced Pharmacist in Primary Care for 6 years and Pharmacist Cluster Lead for Parkhead, NHS GGC.</p> <p>She is also Royal Pharmaceutical Society Core Advanced Credentialed. Her interests include innovation in healthcare, advancing pharmacy practice, and clinical supervision.</p>



Ria Dickie
 Secondment as Chief
 Pharmacy Technician,
 Primary Care within NHS
 Ayrshire & Arran

I am one of the Principal Pharmacy Technicians responsible for the Pharmacy Technician Team in South Ayrshire. I'm currently on secondment as Chief Pharmacy Technician – Primary Care within NHS Ayrshire & Arran, supporting key project work within the PCPIP programme.

In 2018, I moved into Primary Care, working within GP practices across South Ayrshire to help drive forward the pharmacotherapy elements of the GMS contract. In 2020, I took on the role of Principal Pharmacy Technician for South Ayrshire, leading and supporting the local Pharmacy Technician workforce. Since beginning my secondment as Chief Pharmacy Technician – Primary Care in September 2024, I have gained extensive experience in project leadership, service development, and influencing change across the wider team. This role has strengthened my passion for supporting innovation within primary care and championing the development of the Pharmacy Technician profession'.



Janice McGuire
 Pharmacy Team Lead
 Primary Care within NHS
 Oban, Lorn & Isles
 Hospital

I worked for 20 years in NHS GGC hospitals, most recently as an advanced antimicrobials pharmacist for 9 years, before relocating to the Isle of Tiree in 2020.

I now work as a primary care pharmacy team lead for the Oban, Lorn and Isles locality in Argyll and Bute and am passionate about encouraging recruitment to the beautiful rural areas of Scotland.

Hazel Garven
 Lead Pharmacist, Primary Care

 NHS Lothian
 Edinburgh Health and Social Care Partnership

Details under QI journey and panel members: Learning from demo sites.

CTAC breakout sessions – Led by Joanna Anderson



Joanne Anderson QN

National Clinical Lead:
Primary Care
Nursing (Primary Care
Phased Investment
Programme)
Organisation: NHS
Ayrshire & Arran

25 years working as General Practice Nurse/Nurse Practitioner

Senior Nurse for Primary Care NHS A&A
Queens Nurse – Promoting excellence in Community Nursing
Member General Practice Nurse Leads Group
Member GPN transforming role group
Professional Lead CTAC NHS A&A

Interests: GPN, Integrated healthcare, Clinical Supervision, Staff wellbeing



Owain Simpson
PCIP Senior Project
Manager,
NHS Borders

Owain was Senior Project Manager for the Primary Care Improvement Plan in NHS Borders for 3 years leading up to the conclusion of the Primary Care Phased Investment Programme in November 2025.

He led on data collection and coordinating the quality improvement approach taken to delivering the models outlined in our original bid. I also oversaw our engagement with patients, the public and local stakeholders including the GP practice most impacted by the changes being implemented.

Also, part of Engaging with People to deliver an equitable CTAC service.



Samantha O'Ware
Clinical Team Leader,
NHS Ayrshire & Arran

Worked in Primary Care Nursing for the past 20 years transferring over to Community Treatment and Care services 5 years ago. Part of the Demonstrator site activity for Ayrshire & Arran over the past year.

Vicky Schofield
Clinical Team Lead
Practice Nursing & CTAC services, NHS Shetland

Vicky Schofield is the Clinical Team Lead for Practice Nursing & CTAC services in NHS Shetland. She has worked as a nurse for 29 years and has focused on Primary Care for the last 12 years.

NHS Shetland is almost unique in that most practices are board run giving Vicky a unique perspective for Change management in Primary Care.



Laura Kirkland
Primary Care Practice
Educator CTAC East
Ayrshire Health and
Social Partnership

I have worked for CTAC in Ayrshire & Arran since I qualified as nurse and I have been Primary Care Practice Educator for 3.5 years.

I am involved in demonstrator site work in Ayrshire & Arran as part of the Primary Care Phased Investment Programme.

Stacy McGrath
Primary Care Educator, CTAC North Ayrshire Health
and Social Care Partnership

Stacy McGrath, Practice Educator with CTAC NHS Ayrshire & Arran. Part of demonstrator site throughout the primary care investment programme.



Laura Hall
Clinical Nurse Manager
Vaccination and CTAC
Edinburgh Health and
Social Care Partnership

I am a Clinical Nurse Manager within Edinburgh Health and Social Care Partnership; I have been working with CTAC on the PCPIP project within Edinburgh. I have been a nurse for 16 years and have worked within the partnership since 2022



Liz Courtenay
Clinical Nurse Manager
CTAC and District Nursing

In December last year I was appointed to CNM for CTAC and District Nursing in NHS Borders. Prior to this I was Senior Team Lead for CTAC and was part of the team who rolled out and developed CTAC across the Borders.

Deputy CMO Scottish Government update



Professor Graham Ellis,
Deputy Chief Medical
Office, Scottish
Government

Plenary Speaker

Professor Graham Ellis is the Deputy Chief Medical Officer for Scotland and a national leader in transforming care for older people, community services, and unscheduled care. A consultant geriatrician by background, he has been pivotal in developing and scaling Hospital at Home and wider virtual capacity—programmes that have fundamentally reshaped how primary and community specialist services work together to support people safely at home.

He was founder and first President of the UK Hospital at Home Society in 2020. Graham is an Honorary Professor at Glasgow Caledonian University with a substantial research portfolio and long-standing collaboration with Healthcare Improvement Scotland on frailty, quality improvement, and community-based acute care. He brings extensive experience in evidence, implementation, and practical service change.